

NEMTAC 3003-202x – Stretcher Operator Education

Standard Overview

Status Summary

- Draft Status: Assigned
- ANSI PINS Filed: No
- Assigned Committee: Certification & Standards Advisory Committee (CSAC)
- Date of Last Update: April 2025

Standard Description

NEMTAC 3003-202x – Stretcher Operator Education establishes education, competency, and certification requirements for individuals performing stretcher transport within the Non-Emergency Medical Transportation (NEMT) system. This standard is designed to ensure safe, dignified, and clinically appropriate transportation for passengers who require prone positioning but do not meet criteria for ambulance transport.

The standard defines essential knowledge areas including patient handling, lifting techniques, stretcher operation and safety, infection control, and communication with clinical personnel and caregivers. It also sets forth instructor qualifications, course delivery requirements (in-person and blended models), and evaluation methods to ensure stretcher operators meet nationally consistent expectations.

Stretcher transport services are among the most medically intensive non-emergency offerings and are often regulated at the local or state level. This standard aims to provide a foundational national benchmark for education and operational readiness that supports patient safety and industry consistency.

This standard is informed by best practices and national guidance related to patient handling, transport safety, and mobility device management. While specific to non-emergency transportation, the education framework is designed with awareness of standards such as the CAAS Ground Vehicle Standard v3.0, relevant securement principles from RESNA WTORS guidance (WC-18/WC-19), and OSHA guidelines for manual handling and safe patient transfer. These references support a culture of safety, injury prevention, and operational readiness for stretcher transport providers.

Key Topics Addressed

- Safe patient lifting, transfer, and repositioning techniques
- Stretcher safety, maintenance, and loading procedures
- Infection prevention and trauma-informed care principles
- Clinical communication and transport documentation
- Incident response, safety checks, and risk mitigation

Stakeholder Impact Matrix

Stakeholder Group	Relevance to this Standard
NEMT Providers	Supports regulatory compliance and ensures safety in high-liability service categories
Brokers	Provides assurance that stretcher operators meet training requirements for credentialing

Health Plans	Reduces risk exposure and improves safety outcomes for stretcher-eligible members
Regulators	Establishes baseline qualifications and operational readiness expectations
Healthcare Facilities	Ensures proper handling and transfer procedures for patients being discharged or referred
Technology Vendors	May support credential tracking, safety incident logging, or stretcher fleet oversight
Call Center / Dispatch	Enables accurate vehicle and personnel assignment based on operator certification
Training Organizations	Defines instructor qualifications, curriculum content, and certification frameworks
Vehicle Manufacturers / Equipment Providers	Aligns product use with standardized operational procedures
Emergency Services Partners	Clarifies interface expectations where shared jurisdiction or backup response may apply
Caregivers & Social Workers	Enhances confidence in the training and professionalism of stretcher transport staff
Passengers / Advocates	Ensures safety and dignity for passengers requiring prone or specialty non-emergency transport

Call to Action

NEMTAC invites public participation in shaping this standard. Stakeholders are encouraged to:

- Review and comment during the public comment period (to be announced)
- Apply to serve on a NEMTAC Advisory Committee
- Engage directly with the national conversation at Transform 2025 in Dallas

 Join a NEMTAC Advisory Committee: [Committee Application](#)

 Register for Transform 2025: [Register](#)

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