

Sand Key EMS Summit 2004

The Premier Data Management and EMS Administration Conference

September 16-18, 2004

The Sheraton Sand Key Resort
Clearwater Beach, FL

CONFERENCE
BROCHURE



Overview

Don't miss this dynamic opportunity to understand how cutting edge data collection and technology combined with solid EMS administration and leadership skills can help your EMS System. Learn to not only survive the constantly changing world of EMS, but to embrace the changes to increase your EMS System's productivity and quality of patient care.

Audience

EMS/Fire Administrators & Managers; Quality Managers, EMS Educators; IT Professionals within the EMS community; EMS Medical Directors and Providers; Others interested in prehospital emergency care.

Provided by the

Emergency Medicine Learning & Resource Center and the Florida Emergency Medicine Foundation, in conjunction with Sunstar Emergency Medical Services and the Florida College of Emergency Physicians.



Sunstar
EMERGENCY MEDICAL SERVICES



Sand Key EMS Summit 2004

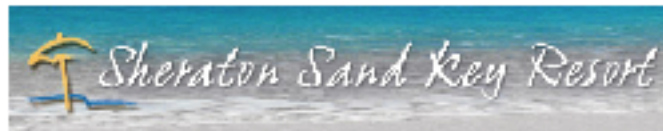
The Premier Data Management and EMS Administration Conference



> **Emergency Medicine Learning & Resource Center**
> **Florida Emergency Medicine Foundation**
> **Florida College of Emergency Physicians**
3717 South Conway Road, Orlando, FL 32812
(800) 766-6335 | Fax (407) 281-4407 | www.emlrc.org

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ORGANIZATION
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ORLANDO, FL

Location of Sand Key EMS Summit 2004



Sheraton Sand Key Resort · 1160 Golf Boulevard
Clearwater Beach, FL 33767 · (727) 595-1611
www.sheratonsandkey.com · Room Rate: \$142 S/D plus tax.
Mention *FEMF Sand Key EMS Summit 2004*.
Guest Room Reservations Cut-Off Date: August 15, 2004
Reserve your room early!

Conference Dates & Hours

Thursday, September 16th 7:00am - 4:30pm
Friday, September 17th 7:00am - 4:30pm
Saturday, September 18th 7:30am - 12:30pm *Post-conferences*

Conference Focus

Sand Key EMS Summit 2004's general sessions will focus on Data Collection, Technology Management, Quality Management and EMS Systems Administration.



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Program Objectives

Following the completion of the conference, participants will be able to:

- ~ Develop a plan for implementation of a connective technology plan for their agency.
- ~ Describe the current threats that face security agencies utilizing information systems.
- ~ Describe the process used by NIOSH for collection of EMS data.
- ~ Explain the benefits of a quality customer service program.
- ~ Explain the philosophy and approach of Six Sigma as a quality improvement technique.
- ~ Explain the name and primary objective of each of the five phases in a Six Sigma project.
- ~ Describe the difference and at least one strength and one weakness of metrics expressed as a percent, "defects per million" measures, and sigma values.
- ~ Discuss the elements of successful six sigma projects and their potential value in health care settings.
- ~ Develop a comprehensive and collaborative approach to measure their EMS agency's effectiveness and value to their community.
- ~ Describe the basic concepts of science of systems thinking.
- ~ Explain how the science of systems thinking can help you leverage improvement in your EMS System.
- ~ Explain the basic concepts of high performance management systems.
- ~ Describe how a high performance management system can help enhance your EMS System.
- ~ Explain the basic concepts of conflict resolution.
- ~ Explain the basic concepts of anger resolution and dealing with angry people.
- ~ Explain how conflict and anger can affect an EMS system's productivity.
- ~ Describe the purpose of the Balanced Scorecard.
- ~ Explain the process for establishing relevant performance indicators.
- ~ Develop a balanced scorecard for your organization.
- ~ Explain the threats & risks that are associated with the use of databases and networks infrastructures.
- ~ Explain the threats & risks that are associated with the use of wireless networks.
- ~ Understand five methods of cost measures for EMS services.
- ~ Understand the difference in fully loaded costs and marginal costs.
- ~ Accurately calculate their own cost per incident, cost per unit, cost per hour and cost per unit hour.
- ~ Explain the different costing methods to appointed and elected officials.
- ~ Identify the causes of the EMS worker imbalance.
- ~ Understand the effects of the EMS worker shortage.
- ~ Evaluate the four "C's" of their own situation (company, community, compensation and career).

- ~ Implement basic strategies to enhance their employee pool.
- ~ Explain the purpose of biosurveillance and its connect to the 911 center.
- ~ Explain the importance of digital personnel locator systems.
- ~ Explain how FLSA effects EMS & Fire Services.
- ~ Explain how benchmarking system performance is used as part of a quality improvement process.
- ~ Explain how personnel performance reports can be used as part of a quality improvement process.
- ~ Discuss how the use of technology can enhance the operations of EMS & Fire Departments.
- ~ Explain the change management process for implementing a technology program.

Continuing Education Credit

Paramedics and EMTs - This educational activity is approved by the Florida Emergency Medicine Foundation, an organization accredited by the Continuing Education Coordinating Board for Emergency Medical Services (CECBEMS) CME approval by the Florida Department of Health, Bureau of EMS has been applied for. Participants that require approval other than CECBEMS and Florida Department of Health, Bureau of EMS should consult their local Medical Director or State EMS Office.

Physicians - The Florida Emergency Medicine Foundation is accredited by the Accreditation Council for Continuing Medical Education to sponsor continuing medical education for physicians. The Florida Emergency Medicine Foundation designates this continuing medical activity for up to 16 hours in Category 1 of the Physician's Recognition Award of the American Medical Association. Each Physician should claim only those hours of credit that he/she actually spends in the educational activity. Application has been made to the American College of Emergency Physicians for ACEP Category 1 credit and the American Osteopathic Association for Category 2 Credit.

Nurses - Up to 16 nursing contact hours will be provided by the Florida Emergency Medicine Foundation (FEMF). FEMF is approved as a provider of nursing education by the Florida Board of Nursing, Provider # 2731.

General Program - Approved for 12 credit hours.

Post-conference 1 - Approved for 4 credit hours.

Post-conference 2 - Approved for 4 credit hours.

To receive CME credit, participants must sign in each day. Attendance at an entire session is required to receive credit.

Americans with Disabilities

EMLRC wishes to ensure no individual with a disability is excluded from the conference. If auxiliary aids or services are required in order to attend this program, notify EMLRC 15 days prior to the start of the conference.



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800.766.6335 • 407.281.7396 • fax 407.281.4407 • info@emlrc.org • www.emlrc.org

Sand Key EMS Summit 2004 - *The Premier*

PROGRAM SCHEDULE

Thursday, September 16, 2004

7:00am-4:30pm Registration
7:00am-2:30pm Exhibits Open
8:00am-8:15am Welcome

General Sessions

8:15am-9:15am "Six Sigma" Quality Improvement that Works
Dia Gainor, MPA
9:15am-9:45am Break in Exhibit Hall
9:45am-10:45am Optimizing EMS System Design:
The Role of System Dynamics
Todd Hatley, MBA, MHA, REMT-P
10:45am-11:45am Strategic Planning for Optimal Performance
Tim Holman
11:45am-1:00pm Lunch Provided

Concurrent Breakout - B-1 Management/Supervisory

1:00pm-2:00pm Implementing a High Performance Management
System in Emergency Services
Tim Holman
2:00pm-2:30pm Break in Exhibit Hall
2:30pm-3:30pm Conflict & Personal Attacks:
Dealing with Anger in the Workplace
David LaCombe, NREMT-P
3:30pm-4:30pm How Much Does Your EMS System Really Cost?
Mat Zavadsky, MHA

Concurrent Breakout - B-2 Data and Quality Management

1:00pm-2:00pm 2004 Data and Network Security Issues
Bill Ott, NREMT-P, MS
2:00pm-2:30pm Break in Exhibit Hall
2:30pm-3:30pm Biosurveillance and the 911 Center
Skip Kirkwood, NREMT-P, JD
3:30pm-4:30pm Digital Personnel Location System: A Case Study
William Godfrey, REMT-P
7:00pm Evening Reception

Friday, September 17, 2004

7:00am-4:30pm Registration
7:00am-2:30pm Exhibits Open

General Sessions

8:15am-9:15am How Much is too Much?: Effective System Status
Management Practices.
Matt Zavadsky, MHA
9:15am-9:45am Break in Exhibit Hall
9:45am-10:45am NHTSA Data Collection: A Case Study
Aaron Reinert, NREMT-P
10:45am-11:45am EMS the Forgotten Policy Questions
Skip Kirkwood, NREMT-P, JD
11:45am-1:00pm Lunch on Your Own

Concurrent Breakout - B-1 Management/Supervisory

1:00pm-2:00pm Mentoring Developing Strategies for Success
Tim Holman, MBA, MHA, REMT-P
2:00pm-2:30pm Break in Exhibit Hall
2:30pm-3:30pm The Balanced Scorecard in EMS
David LaCombe, NREMT-P
3:30pm-4:30pm FLSA in the EMS & Fire Service
Skip Kirkwood, NREMT-P, JD

Concurrent Breakout - B-2 Data and Quality Management

1:00pm-2:00pm Benchmarking Systems Performance & Using
Personnel Performance Reports as Part of the Quality
Improvement Process
Bill Ott, NREMT-P, MS
2:00pm-2:30pm Break in Exhibit Hall
2:30pm-3:30pm Technology Case Study: Oldsmar Fire Rescue
Scott McGruff
3:30pm-4:30pm Change Management for Technology Implementation
Brent Ritchie

Saturday, September 18, 2004

7:30am-8:00am Registration
8:30am-12:30pm Post-conferences

Post-conference 1

8:30am-12:30pm EMS Recruitment & Retention Workshop
Skip Kirkwood NREMT-P, JD and
Matt Zavadsky, MHA

Post-conference 2

8:30am-12:30pm Data & Network Security Workshop
Bill Ott, NREMT-P, MS

12:30pm Adjourn



FACULTY

Dia Gainor, MPA
EMS Bureau Chief
Idaho EMS
Six Sigma Black Belt
Boise, ID

William Godfrey, REMT-P
Deputy Chief
Training & Information Technology
Orange County Fire Rescue
Orlando, FL

Todd Hatley, MBA, MHA, REMT-P
Assistant Professor
PreMIS Clinical Research Assoc. Director
Department of Emergency Medicine
University of North Carolina - Chapel Hill
Chapel Hill, NC
President
National EMS Management Association

Tim Holman
Chief
German Township Fire & EMS
CEO
Holman Training & Development
North Hampton, OH

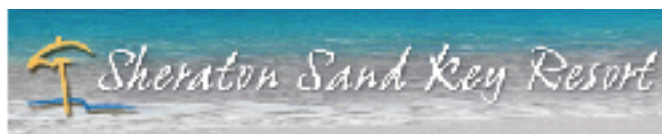
Skip Kirkwood, NREMT-P, JD
Executive Director/Chief
Area Ambulance Service
Cedar Rapids, IA

David, LaCombe, NREMT-P
Director
National EMS Academy
Lafayette, LA

Scott McGruff
Fire Chief
Oldsmar Fire Rescue
Oldsmar, FL

William Ott, NREMT-P, MS
President and Chief Consultant
CPCS Technologies
Cary, NC

Brent Ritchie
Engineer
Mentor Engineering
Calgary, AB, Canada



Data Management and EMS Administration Conference

Aaron Reinert, NREMT-P
Executive Director
Lake Region EMS
North Branch, MN

Matt Zavadsky, MHA
Director
Volusia County EMS
Daytona Beach, FL

Faculty Disclosure

The Florida Emergency Medicine Foundation adheres to ACCME standards regarding industry support of continuing medical education, and the disclosure of faculty and commercial sponsor relationships (if any) will be made known during the educational activity. Faculty are expected to openly disclose inclusion of discussion on any off-label, experimental or investigative use of drugs, devices, or equipment or any commercial sponsorship relations in their presentations.

Planning Committee

Vicki Garwood REMT-P
Jeff Hopkins
Joe Nelson, DO, FACEP, MPH
John Todaro, REMT-P, RN, TNS
Shawn Treloar, REMT-P



Sheraton Sand Key Resort



Clearwater Beach, FL



SAND KEY EMS SUMMIT CONFERENCE REGISTRATION FORM

First Name	MI	Last Name	Suffix
Title		Agency	
Address			
City		State	Zip
Phone	Fax	Email	
Type of License	State of License	License #	Exp. Date

Required Information to receive CME/CEU's

Registration Fee Schedule **Check only one if applicable**

Before or on August 15, 2004

- \$320 - Registration
- \$305 - 3 or more from 1 agency (each)

After August 15, 2004

- \$335 - Registration
- \$320 - 3 or more from 1 agency (each)

Indicate if you need a CME/CEU Certificate.

- Yes, I need a CME/CEU Certificate.
- No, I do not need a CME/CEU Certificate.

Certificates are printed in advance and can be picked up at the registration desk prior to departure from the conference. If you do not check yes, an onsite certificate will not be available.

Post-conferences Fee Schedule **Check only one if applicable**

- \$100 - P-1 EMS Recruitment & Retention Workshop
- \$100 - P-2 Data & Network Security Workshop

Indicate if you plan to attend any of the following:

- Thursday** Lunch B-1 Management/Supervisory B-2 Data and Quality Mgmt.
- Friday** B-1 Management/Supervisory B-2 Data and Quality Management
- Saturday** P-1 EMS Recruitment & Retention Workshop *(Post-conference fees applicable.)*
- P-2 Data & Network Security Workshop *(Post-conference fees applicable.)*

Registration Fee \$_____ Post-conference Fee \$_____ Total Fees Enclosed \$_____

Payments accepted by Visa, Mastercard, Check or Purchase Order.
American Express not accepted. Payment must accompany registration form.

Make checks payable to EMLRC and mail to 3717 S. Conway Road, Orlando, FL 32812
Phone: (407) 281-7396 or (800) 766-6335 Fax: (407) 281-4407 Federal Tax ID #59-3001777
Credit card number needed to guarantee registration unless Check or PO accompanies registration form.

Credit Card Number: _____

Credit Card Type: Visa Mastercard

Expiration Date: _____ Cardholder Name: _____

Cardholder Signature: _____

Note: Cancellations and refunds will be made only if requested in writing to the Sand Key EMS Summit 2004 Conference Registrar. No refunds will be made after September 9, 2004. For all cancellations, an administrative fee of \$75.00 will be retained.

