



presents

Sand Key EMS Summit 2007

The Premier Data Management and EMS Administration Conference

September 27-29, 2007 · Sheraton Sand Key Resort · Clearwater Beach, FL



Conference Location

Sheraton Sand Key Resort · 1160 Gulf Boulevard,
Clearwater Beach, FL 33767 · (727) 595-1611

CONFERENCE BROCHURE

Conference 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.



Conference Audience

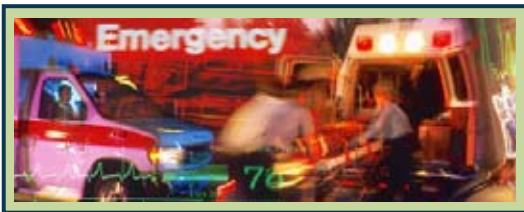
EMS / Fire Administrators and Managers, Quality Managers, EMS Educators, IS Professionals within the EMS Community, Medical Directors and Providers.

More Information

Visit www.emlrc.org or call (800) 766-6335.
EMLRC · 3717 S. Conway Road · Orlando, FL 32812

Presented by

Emergency Medicine Learning & Resource Center
www.emlrc.org



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Location of Sand Key EMS Summit 2007



Sheraton Sand Key Resort · 1160 Gulf Boulevard
Clearwater Beach, FL 33767 · (727) 595-1611
www.sheratonsandkey.com · Room Rate: \$152 S/D plus tax.
Mention EMLRC Sand Key EMS Summit 2007.
Guest Room Reservations Cut-Off Date: August 26, 2007
Reserve your room early!

Conference Dates & Hours

Thursday, September 27th 8:00am - 4:30pm
Friday, September 28th 8:00am - 5:30pm
Saturday, September 29th 8:30am - 12:30pm *Post-conferences*

Exhibit Hall Dates & Hours

Exhibits Open
Thursday, September 27th 9:00am - 2:30pm
Friday, September 28th 9:00am - 2:30pm

> **Emergency Medicine Learning & Resource Center**
3717 South Conway Road, Orlando, FL 32812
800.766.6335 | Fax 407.281.4407 | www.emlrc.org

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Conference Focus

Sand Key EMS Summit 2007's general sessions will focus on Data Collection, Technology Management, Quality Management and EMS Systems Administration.

Program Objectives

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

- ~ Describe the ten most important things an EMS director and medical director should know about their system.
- ~ Discuss how Emergency Department and local physicians view EMS from their operational perspective.
- ~ Discuss how local physicians view EMS and its impact on their patients.
- ~ Discuss key EMS performance indicators which are important to overall systems of care and patient outcomes.
- ~ Explain how the NIH EMS Error Reporting System is designed to work.
- ~ Explain the importance of collecting data on EMS errors and how it affects an EMS system.
- ~ Describe the current threats that face security agencies utilizing information systems.
- ~ Discuss the updates related to the process used by NTSBA for collection of EMS data.
- ~ Explain the threats & risks that are associated with the use of mobile data platforms.
- ~ Explain the threats & risks that are associated with the use of wireless networks.
- ~ Discuss the concepts of basic performance measurement tools/capability analysis.
- ~ Discuss the process and planning need to influence public policy.
- ~ Explain the concept of political activism as it relates to EMS.
- ~ Discuss the processes of problem solving and critical thinking and how they can be utilized in EMS.
- ~ Discuss how EMS clinical research can effect organizational practices.
- ~ Discuss the concept of determining the actual cost of an EMS system.
- ~ Explain the concept to "Team Leaders" as human monitors at critical events.
- ~ Discuss the five W's of Public Utility EMS Systems.
- ~ Discuss how Lee County EMS utilizes Six Sigma in their system.
- ~ Explain the process for conducting an internal EMS investigation.
- ~ Discuss the concept of entitlements and how they relate to EMS organizations today.
- ~ Discuss the use of "Control Charts" to help EMS managers make better decisions.
- ~ Discuss the use of the EMS Pediatric care tool kit for data collection and QA.
- ~ Discuss the use of the EMS Stroke care tool kit for data collection and QA.
- ~ Discuss the use of the EMS Acute Cardiac care tool kit for data

collection and QA.

- ~ Discuss how data can assist EMS agencies in improving service delivery, personnel performance and patient care.
- ~ Describe North Carolina's experience with implementing a statewide EMS performance improvement tool.
- ~ Discuss pertinent elements of an EMS Performance Improvement Toolkit.
- ~ Introduce the EMS Pediatric Care, EMS Acute Cardiac Care (STEMI) and the EMS Stroke Care Toolkits.
- ~ Discuss the pros and cons of utilizing a clinical benchmarking data process.
- ~ Explain the do's & don'ts of using charts/graphs in the data collection & QA process.
- ~ Discuss the DREAMS - interactive technological ambulance project.
- ~ Discuss the NHTSA EMS performance measure project and its benefit to EMS Systems.

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 17 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 17 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 13 credit hours.

Post-conference - 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.

Sand Key EMS Summit 2007 - The Premier D

PROGRAM SCHEDULE

Thursday, September 27, 2007

7:00am-4:30pm Registration
9:00am-2:30pm Exhibits Open
8:00am-8:15am Welcome

General Sessions

8:15am-9:15am **The Ten Most Important Things an EMS Director and Medical Director Should Know About Their EMS System**
Greg Mears, MD
9:15am-9:45am **Break in Exhibit Hall**
9:45am-10:45am **NIH Pilot Program for EMS Error Reporting System**
Robert Gwinn, MD
10:45am-11:45am **Political Activism for EMS**
Craig Hare, MBA, REMT-P
11:45am-1:00pm **Lunch on own / Visit Exhibits**

Concurrent Breakout - B-1 Management/Supervisory

1:00pm-2:00pm **Problem Solving and Critical Thinking**
Tim Holman, MBA, MHA, REMT-P
2:00pm-2:30pm **Break in Exhibit Hall**
2:30pm-3:30pm **The Five W's of Public Utility EMS Systems: Unlocking the Mystery**
Craig Hare, MBA, REMT-P
3:30pm-4:30pm **A Comprehensive Framework for Determining the Cost of an EMS System**
E. Brooke Lerner PhD, EMT-P

Concurrent Breakout - B-2 Data and Technology

1:00pm-2:00pm **Mobile Data Security: The Unmentioned Weakness in Mobile Data Platforms**
William Ott, NREMT-P, MS
2:00pm-2:30pm **Break in Exhibit Hall**
2:30pm-3:30pm **Live From NEMSIS: The National EMS Database**
N. Clay Mann, PhD, MS
3:30pm-4:30pm **Technology Security Update 2007: Target Malware Aimed At You**
William Ott, NREMT-P, MS

Friday, September 28, 2007

7:00am-4:30pm Registration
9:00am-2:30pm Exhibits Open

General Sessions

8:15am-9:15am **Using "Team Leaders" as Human Monitors at Critical Events**
Edward Racht, MD
9:15am-9:45am **Break in Exhibit Hall**
9:45am-10:45am **Acting Like A Real "System": The Intersection of Clinical Research and EMS Organizational Practices**
David Carter, RN, MBA
10:45am-11:45am **Using Six Sigma in EMS: The Lee County EMS Experience**
Art Garcia, REMT-P
11:45am-1:00pm **Lunch on own / Visit Exhibits**

Concurrent Breakout - B-1 Management/Supervisory

1:00pm-2:00pm **Making Decisions for EMS Managers**
Todd Hatley, MBA, MHA, EMT-P, SSMBB
2:00pm-2:30pm **Break in Exhibit Hall**
2:30pm-3:30pm **Entitlement... What Does The Organization Owe Me?**
Tim Holman, MBA, MHA, REMT-P
3:30pm-4:30pm **Conducting an Internal EMS Investigation**
Don Lundy, BS, NREMT-P
4:30pm-5:30pm **"Dreams": The Interactive Technological Ambulance Project**
Faculty TBA

Concurrent Breakout - B-2 Quality Management

1:00pm-2:00pm **NHTSA EMS Performance Measures Project**
Faculty TBA
2:00pm-2:30pm **Break in Exhibit Hall**
2:30pm-3:30pm **Using Data to Make Better Decisions: Introduction to Control Charts**
Todd Hatley, MBA, MHA, EMT-P, SSMBB
3:30pm-5:30pm **EMS Performance Improvement Toolkits: Three New Toolkits and the Results of the Past 3 Years**
Cindy Raisor, RN
Greg Mears, MD, FACEP

Saturday, September 29, 2007

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

Post-conference 1

8:30am-12:30pm **Emergency & Disaster Communications Using Unconventional Public Safety Technologies: Experience, Options and Lessons Learned**
William Ott, NREMT-P, MS

Post-conference 2

8:30am-12:30pm **Using Data to Make Decisions in EMS**
Todd Hatley, MBA, MHA, EMT-P, SSMBB
1:00pm-5:00pm **NEMSIS: Software Developer/Vendor Meeting**
By Invitation Only

FACULTY

David Carter, RN, MBA
Director
FirstHealth EMS
Pinehurst, NC

Art Garcia, REMT-P
Captain
Quality Supervisor/Training Officer
Lee County
Division of Public Safety
Emergency Medical Services
Fort Myers, FL

Robert Gwinn, DO
Medical Director
MedFlight of Ohio
Coshocton County EMS
Newcomerstown Rescue Squad
Coshocton, OH

Craig Hare, MBA, REMT-P
EMS Coordinator
Pinellas County EMS & Fire Administration
Largo, FL

Todd Hatley, MBA, MHA, EMT-P, SSMBB
Chief Executive Officer
Integral Performance Solutions
Wilmington, NC

Tim Holman, MBA, MHA, REMT-P
Chief
German Township Fire & EMS
Chief Executive Officer
Holman Training & Development
North Hampton, OH

E. Brooke Lerner PhD, EMT-P
Department of Emergency Medicine
Medical College of Wisconsin,
Milwaukee, WI



Sand Key EMS Summit 2007

Data Management and EMS Administration Conference

Don Lundy, BS, NREMT-P
 EMS Director
 Charleston County EMS
 Charleston, SC

N. Clay Mann, PhD
 Principal Investigator
 National EMS Information System Technical
 Assistance Center
 Salt Lake City, UT

Greg Mears, MD, FACEP
 Medical Director
 North Carolina Office of EMS
 Chairman of NASEMSD Data Committee
 Associate Professor
 Department of Emergency Medicine
 The EMS Performance Improvement Center
 University of North Carolina-Chapel Hill
 Chapel Hill, NC

William Ott, NREMT-P, MS
 Carolina PC Support, LLC
 Max-Q Media
 CPSC Technologies
 Cary, NC

Edward Racht, MD
 EMS Medical Director
 City of Austin/Travis County
 EMS System
 Austin, TX

Cindy Raisor, RN
 EMS Performance Improvement Coordinator
 EMS Performance Improvement Resource Center
 North Carolina Office of EMS

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.



SAND KEY EMS SUMMIT 2007 CONFERENCE REGISTRATION FORM

First Name _____ MI _____ Last Name _____ Suffix _____

Title _____ Agency _____ Mailing Label Priority Code _____

Address _____

City _____ State _____ Zip _____

Phone _____ Fax _____ Email _____

Type of License _____ State of License _____ License # _____ Exp. Date _____

Required Information to receive CME/CEU's

MD/DO _____ EMT _____ Paramedic _____ RN _____ PA _____ Other _____

Check all that apply

Registration Fee Schedule *Check only one if applicable*

Before or on August 27, 2007

- \$375 - Registration
- \$350 - 3 or more from 1 agency (each)
- After August 27, 2007*
- \$400 - Registration
- \$375 - 3 or more from 1 agency (each)

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

- \$100 - PC-1 Emergency & Disaster Communications Using Unconventional Public Safety Technologies: Experience, Options and Lessons Learned
- \$100 - PC-2 Using Data to Make Decisions in EMS

Indicate if you plan to attend any of the following:

- Thursday** B-1 Management/Supervisory B-2 Data and Technology
- Friday** B-1 Management/Supervisory B-2 Quality Management
- Saturday** PC-1 Emergency & Disaster Communications Using Unconventional Public Safety Technologies: Experience, Options and Lessons Learned
- Saturday** PC-2 Using Data to Make Decisions in EMS

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 2007 Conference Registrar. No refunds will be made after September 13, 2007. For all cancellations, an administrative fee of \$75.00 will be retained.

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, a certificate will not be available for you on-site.

3 or more from 1 agency Registrations must be sent together to qualify for the 3 or more from 1 agency discount.

