

EMS MANAGEMENT CONFERENCE

JUNE 3-4, 2019

**RAMADA HOTEL
BISMARCK**

CONFERENCE SPONSORED BY



Center for Rural Health

The University of North Dakota
School of Medicine & Health Sciences

EMS Management Conference

June 3-4, 2019

Ramada Hotel – Bismarck

General Information

WELCOME CONFERENCE ATTENDEES

On behalf of the North Dakota EMS Association and our conference partners, I would like to thank you for attending the fifth annual EMS Management Conference being held in North Dakota. I am confident that you will bring home a wealth of information to your agency and other service members. You will have the opportunity to network with your fellow EMS leaders, share the success of your organization, and also hear how you can further strengthen your service. We've appreciated the opportunity to partner with the N.D. Department of Health - Division of EMS and the UND Center for Rural Health - Flex Program to make this conference possible. I would also like to thank the presenters who have made time available in their summer schedule to provide their expertise and share their EMS experiences with you. Finally, a sincere thank you to all of the staff at the Ramada Hotel for being so accommodating and pleasant to work with. Thank you again and enjoy your time here at the conference.

Kelly Dollinger, President, ND EMS Association

Meeting Etiquette

Please remember to turn off or select vibrate on all cell phones and other electronic equipment. Out of consideration for other meeting participants and presenters, please take all side conversations outside of the meeting rooms. To allow for good networking experiences here at this conference, there are casual areas available and designated rooms not being used for you to meet with your fellow EMS leaders.

Conference Feedback/Comment Card

We ask that you fill out an evaluation for each conference session as well as an overall conference evaluation prior to your departure. This will assist the presenters in making adjustments as well as planning future management sessions. On each table you'll also note postcard size "Comment Cards" to fill out with your comments or questions. These cards can be dropped off in the evaluation boxes or left at the registration desk. We'll address your questions or comments by giving them to the appropriate presenter to answer, or save for a general session. We hope these cards will assure that you don't go home with questions left unanswered.



Continuing Education Credits

The Division of EMS has approved sessions for continuing education. All sessions with the exception of "Budget and Financials Review for Ambulance Professionals" (Monday – 2:15pm), "Exploring All Local Funding Sources" (Tuesday – 8:00am), and "EMS Billing and Reimbursement: Can I Bill for That?" (Tuesday – 9:30am) were approved in the LCCR Category. Those three sessions were NOT approved for continuing education credits. Certificates will be handed to the participants at the conclusion of each session.

DEMS Grant Available

The Division of EMS Continuing Education Grant will be available for conference attendees. The \$150.00 grant must be applied for by a licensed North Dakota EMS agency. Grant forms will be available at the registration desk. Only one form is needed per EMS agency.

Refreshments and Meals

Water, coffee, and assorted snacks will be provided during the designated breaks in addition to the two meals and continental breakfast. Below is a listing of the meals and snacks that will be provided throughout the conference. Every effort has been made to provide you quality and healthy refreshments.

Monday Afternoon:	Fruit Pizza, Pretzels, and Lemonade
Monday Dinner:	Beef Tips on Noodles, Cranberry Almond Salad, Italian Blend Vegetables, Fresh Dinner Rolls, and Assorted Cheesecakes
Tuesday Morning:	Fresh Cut Seasonal Fruit, Assorted Tea Breads, and Mini Cinnamon Rolls *In addition to the Ramada Hotel continental breakfast provided to hotel guests
Tuesday Lunch:	Chicken Breast with Tuscany Sauce, Tossed Salad, Roasted Baby Reds, Green Beans, Fresh Dinner Rolls, and Assorted Pie
Tuesday Afternoon:	Assorted Cookies and Lemonade

2019 EMS Management Conference Sessions

Monday, June 3rd

TIME	Presentation Information	ROOM
12:00PM TO 1:00PM	On Site Registration and Check-In	ASSEMBLY HALL FOYER
1:00PM TO 2:00PM	Opening Session – “Panel and Group Discussion: Challenges in North Dakota EMS” – Panel of North Dakota EMS leaders	WEST HERITAGE ROOM
2:15PM TO 3:30PM	“Budget and Financials Review for Ambulance Professionals” – Theo Stoller	ASSEMBLY HALL
	“Documentation Best Practices” – Neil Frame	EAST HERITAGE ROOM
3:45PM TO 5:00PM	“Incident Investigation: What Every Employer Should Know” – Don Moseman	ASSEMBLY HALL
	“ESO – What Can This Thing Do?” – Chris Price and Danielle Schoch	EAST HERITAGE ROOM
5:15PM TO 6:30PM	General Session and Dinner – “Painted Fire: Mentoring in EMS” – Jules Scadden	WEST HERITAGE ROOM

Tuesday, June 4th

6:00AM TO 10:00AM	Hotel Continental Breakfast Available	RAMADA RESTAURANT
7:15AM TO 8:30AM	Continental Breakfast Provided - Networking	ASSEMBLY HALL FOYER
8:00AM TO 9:15AM	“Exploring All Local Funding Sources” – Adam Parker	ASSEMBLY HALL
	“Pride Without Prejudice: Marketing and Blending Volunteer Services” – Jules Scadden	EAST HERITAGE ROOM
9:30AM TO 10:45AM	“The Value of EMS” – Kelli Just and Adam Parker	ASSEMBLY HALL
	“EMS Billing and Reimbursement: Can I Bill For That?” – Neil Frame	EAST HERITAGE ROOM
11:00AM TO 12:30PM	General Session and Lunch – “Building a Culture of Wellness and Resiliency” – Mona Thompson	WEST HERITAGE ROOM
12:45PM TO 2:00PM	“Managing Conflict and the Difficult Personalities that Contribute to It” – Jodi Bruns	ASSEMBLY HALL
	“Performance Training for Low Volume Services” – Ron Lawler	EAST HERITAGE ROOM
2:15PM TO 3:30PM	Closing General Session – “Making Training Meetings Fun and Effective” – Ron Lawler	WEST HERITAGE ROOM

Session Descriptions

MONDAY, JUNE 3RD – OPENING GENERAL SESSION
1:00PM TO 2:00PM

Panel and Group Discussion: Challenges in North Dakota EMS – Panel of North Dakota EMS leaders

In North Dakota the three significant challenges are; workforce sustainability (decline in the volunteer subsidy), securing fair reimbursement for providing transport services, and meeting the educational needs of our rural state. A panel of EMS leaders will discuss these challenges and other findings in the recent survey from the EMS Sustainability Project. This session will lay the groundwork for a number of the topics offered at the 5th annual EMS Management Conference. Come prepared to engage in discussion about how we as EMS leaders can tackle these challenges.

MONDAY, JUNE 3RD – 2:15PM TO 3:30PM

Budget and Financials Review for Ambulance Professionals – Theo Stoller

This session will review the following objectives:

1. How to complete a budget
2. Explanation of the importance of completing a budget
3. Review of financial statements
4. Explanation of the importance of completing financials
5. Effective communication regarding budget / financials
6. Overview of reimbursement
7. Q and A of the relationship between Critical Access Hospitals and Ambulance Services

Documentation Best Practices – Neil Frame

Documentation is not going away. There is always room for improvement and in some instances improvement is required. We will discuss the basics of good documentation, discuss how it affects an EMS operation and review some requirements.

MONDAY, JUNE 3RD – 3:45PM TO 5:00PM

Incident Investigation: What Every Employer Should Know – Don Moseman

Incident investigations that focus on identifying and correcting root causes, instead of finding fault or blame, improve workplace morale and increase productivity by demonstrating an employer's commitment to a safe and healthy workplace. During this engaging and hands-on session, you will:

- Learn the National Safety Council's six fundamental steps to a comprehensive incident investigation,
- Test your knowledge during a mock investigation group exercise.
- Practice the National Safety Council's fundamental steps.

All attendees will walk away with a free copy of the NSC's Incident Investigation Toolkit Checklist.

ESO-What Can This Thing Do? – Chris Price and Danielle Schoch

Hey, it's okay if the only thing you know about ESO is that it's the ePCR vendor your EMS agency is using. This session is designed to answer any questions, big or small, you may have regarding ESO and EMS data submission. Is your agency's performance exceeding the recognized standards or benchmarks (yes, there are certain metrics your service needs to track)? We will show you how to run quality reports on a few key metrics and will highlight the importance of knowing your numbers, emphasizing your achievements, and tips on how to implement changes.

MONDAY, JUNE 3RD – GENERAL SESSION 5:15PM TO 6:30PM

Painted Fire: Mentoring in EMS – Jules Scadden

Mark Twain once said "Words are only painted fire; a look is the fire itself". How do we as educators and preceptors light the fire of motivation under our students? This presentation discusses the importance mentoring has on our profession and the quality of EMS practitioners we send to the streets. A session meant for Managers, educators, preceptors and EMS practitioners who are in the position to guide the next generation of care givers and all who want to be effective in their day-to-day jobs as EMS Professionals.

TUESDAY, JUNE 4TH – 8:00AM TO 9:15AM

Exploring all Local Funding Sources – Adam Parker

Local funding is vital for rural ambulance services to generate enough revenue to operate. There are several funding sources that are available and choosing the right one for your service depends on several factors. This presentation will discuss the options available to generate sustainable local funding as well as the pros and cons to each funding source.

This session will also include a "Federal Advocacy Update"

The North Dakota EMS Association is an active member of both the American Ambulance Association and National Association of EMT's. Both of these organizations advocate for EMS interests on Capitol Hill and are actively advancing several initiatives. This session will update you on Cost Data Reporting, ET3, and other policy initiatives.

Pride without Prejudice: Marketing and Blending Volunteer Services – Jules Scadden

Volunteer EMS services continue to be backbone of rural fire and ambulance services. However, the challenges to keep these vital services staffed have increased considerably. This presentation discusses how marketing your service can improve recruitment and retention through positive promotion instead of the negative "if you don't help, the service will have to close" method as well as discussing how to blend your service with paid providers can help with recruiting volunteer providers.

TUESDAY, JUNE 4TH – 9:30AM TO 10:45AM

The Value of EMS – Kelli Just and Adam Parker

The possibilities of how EMS agencies add value to their community extend far beyond simply responding to emergencies, treating and transporting patients to the hospital. This presentation will discuss why simply providing emergency care and transport is no longer a sustainable model and explore ways that agencies can be proactive in their communities to facilitate engagement and ultimately create a safer community – which will add value.

EMS Billing and Reimbursement – Can I Bill For That? – Neil Frame

Costs are increasing to provide training, continuing education, and maintain and operate an ambulance service. As reimbursements are reduced, it is increasingly important to maximize the funds your ambulance service deserves and needs. We will discuss the issues surrounding revenue management and answer questions concerning what you can and can't do and what you should and should not do.

**TUESDAY, JUNE 4TH – LUNCH GENERAL SESSION
11:00AM TO 12:30PM**

Building a Culture of Wellness and Resiliency – Mona Thompson

Good physical, mental and emotional health are key attributes for employees to have to be successful in EMS, but they may struggle with mental health issues as a result of the difficult, unpredictable and rapidly changing circumstances they often face in their jobs.

This session will help the EMS agencies develop a culture of wellness and resilience in the workplace to help their providers effectively handle the stresses associated with working in EMS. It will help agencies identify sources of support for employees that are struggling with mental health issues.

TUESDAY, JUNE 4TH – 12:45PM TO 2:00PM

Managing Conflict and the Difficulty Personalities that Contribute to It – Jodi Bruns

Conflict and difficult behaviors are inevitable. Learn various strategies to deal with conflict and to work effectively in groups where one does not necessarily agree with or enjoy working with everyone.

Performance Training for Low Volume Services – Ron Lawler

How do you ensure the competency of your staff when they only respond to a few calls a month? This topic will discuss options for group and individual skills trainings that will build and evaluate the competency of your EMS providers.

**TUESDAY, JUNE 4TH – CLOSING GENERAL SESSION
2:15PM TO 3:30PM**

Making Training Meetings Fun and Effective – Ron Lawler

Mandatory or monthly training shouldn't just be reading slides or listening to "experts" about how things are done in big services. This session will focus on how to involve your staff in training that is not just interesting and engaging, but also challenges them to be better providers.



PRESENTER BIOGRAPHIES



Jodi Bruns, M.Ed.
NDSU EXTENSION SERVICE

Jodi Bruns is a Leadership and Civic Engagement Specialist for the NDSU Extension Service. She works with rural community leaders to assist them in developing long-term plans as well as providing various research-based resources from NDSU. She also delivers professional development training and facilitation for private industry, government agencies as well as communities.

Neil Frame NRP

**OPERATIONS DIRECTOR – METRO AREA AMBULANCE SERVICE,
METRO BILLING SERVICES, BISMARCK AIR MEDICAL**



Neil began his career in EMS with the Mohall Ambulance Service obtaining his EMT in 1991. Neil was accepted into the Medcenter One Paramedic Program in Bismarck and obtained his Paramedic certification in July of 1993. He started working for Metro-Area Ambulance Service that same month. Neil currently holds the position of Operations Director for the service focusing on billing and reimbursement issues, compliance, and the day to day operations of the ambulance and billing services. Neil has been active in EMS and is a former ND EVOC instructor, ND EMS instructor and NDEMSA board member.



Kelli Just, EMT
PRESIDENT – COMMUNITY VOLUNTEER EMS OF LAMOURE

Kelli is the President of Community Volunteer EMS of LaMoure as well as training officer for Edgeley Ambulance Service. She was recently appointed to the North Dakota EMS Association's Board of Directors and is the recipient of the 2019 Provider of the Year award. She is a respected leader and has led several initiatives to improve the health of her community and promote the value of her local EMS agency. She lives on a farm near Berlin with her husband, Christof, and three children.

Ron Lawler, BUS, NRP

DIRECTOR – SANFORD HEALTH EMS EDUCATION

Ron has had a diverse career. He has worked in the military, retail, manufacturing and service industries. He became involved in EMS in the '90s at F-M Ambulance Service in Fargo, ND. He has held several positions including dispatcher, EMT, Paramedic, ALS educator, Paramedic Program Coordinator and now Director of the Sanford Health EMS Education Department. Ron is active in EMS research and has presented abstracts and posters at several national conferences. Ron is a board member for the North Dakota EMS Association, a member of the NAEMSE Education Technology Committee and Research Committees, is an appointee to the North Dakota Education Advisory Committee and is active with the Minnesota EMS Regulatory Board. Ron was also recently elected to the Board of Directors of the National Association of EMS Educators.



R. Adam Parker, NRP
OPERATIONS MANAGER – SANFORD AIRMED

Adam is a manager for Sanford AirMed overseeing the Bismarck and Dickinson bases. He has served on the North Dakota EMS Association's Board of Directors since 2014 and currently chairs the Advocacy Committee, which is responsible for all Government and Legislative Affairs. He resides in Bismarck with his wife, Jessica, and two children.

Mona Thompson, NRP
**EMS DIRECTOR – KIDDER COUNTY
AMBULANCE – STEELE, ND**

Mona has been actively involved in EMS since 1991 and currently serves as the EMS Director for Kidder County Ambulance as well as a NR-Paramedic and EMS/AHA Instructor. Her past EMS experience includes the position of Regional Advisor for NDEMSA and Safe Tech Solutions, Simulation Instructor for Sanford Health and EMS/AHA Instructor for Medcenter One EMS Education. She has taken a special interest with PTSD in EMS Providers, and currently chairs the Mental Wellness Committee with NDEMSA. Mona lives with her husband, 2 sons, Golden Retriever, and too many cats on a hobby farm in Steele, ND and relieves her stress with gardening, fishing, kayaking, and camping with her family!



Julie "Jules" Scadden, PM, EMS-Ed
**DIRECTOR OF EMS – DYSART AMBULANCE
SERVICE – DYSART, IA**



Jules has been involved in EMS for over 27 years and currently serves as the Director of EMS for Dysart Ambulance Service, a blended volunteer/paid ambulance service in central Iowa. Jules also serves as co-chair on the Iowa EMS-C Advisory Council, the Service Director Representative on the Iowa Quality Assurance and Scope of Practice Committee and is Vice-Chair of the National Volunteer Fire Council-EMS/Rescue Section. She is an EMS Educator and presenter at regional, state & national EMS conferences with a focus on Pediatrics and Children with Special Healthcare needs, a reviewer and writer of EMS Educational materials.



Danielle Schoch, RN, BSN
EMS PROGRAM REPRESENTATIVE – DIVISION OF EMS

Danielle has been a Registered Nurse since 2017. She spent some time working in the Operating Room as an RN and is now an Emergency Medical Systems Program Representative at the North Dakota Department of Health. Within the division of EMS, she coordinates the State Stroke and Cardiac Systems of Care, the Cardiac Ready Community program and also serves as the project manager for the state EMS data system.

Theo Stoller, MSB
**CEO/ADMINISTRATOR – JACOBSON MEMORIAL
HOSPITAL CARE CENTER – ELGIN, ND**



Theo Stoller has been volunteering as an EMT/Driver since 2011 with the New Leipzig Ambulance. Starting in 2018 he decided to volunteer also with the Glen Ullin Ambulance as an EMT. Theo serves on ND EMS Advisory Council, ND State Trauma Committee, and the ND Stroke Taskforce.

When Theo is not in the ambulance he serves as the CEO of Jacobson Memorial Hospital Care Center and Jacobson Memorial Hospital Foundation in Elgin, ND. He has served in the healthcare field for more than 10 years as either a CEO or HR Director. Theo has an undergraduate degree in Human Resource Management from Dickinson State University and a graduate degree in Business from the University of Mary. Theo is an active member of the Elgin Lions Club, American College of Healthcare Executives, ND Healthcare Financial Management Association, Vice-Chair of The Elgin Chamber of Commerce, Chair of ND Hospital Association Foundation, and named the 2018 Outstanding Rural Health Professional by the Center for Rural Health.



Chris Price, MPA, NRP
DIRECTOR – DIVISION OF EMS

Chris is the Director of the North Dakota Department of Health Division of Emergency Medical Systems. Prior to coming to the division, he worked as an ambulance service director, an EMS liaison for a multi-state health system, and an air medical service program manager, in addition to many years working for the state/regional EMS programs in Pennsylvania and Virginia. Chris has a master's degree in Public Administration and is a paramedic and instructor/coordinator.

Don Moseman, Master Instructor
ND SAFETY COUNCIL



Don Moseman served in the U.S. Air Force for seven years as an Electronic Nuclear Weapon Specialist. He obtained the highest security clearance in the Air Force at that time, which was for Critical Nuclear Weapon Design Information.

After earning a bachelor's degree in criminal justice, Don separated from the Air Force and served as a state trooper for nearly 20 years, with 10 years specializing in driver education and safety programs. During his time as a trooper Don had many duties, including hand-to-hand combat instruction and participating in the federal anti-school violence program. In 2003, he was recognized as the Law Enforcement Education Officer of the Year by the Bureau of Alcohol Tobacco and Firearms for his work in combating school violence. In 2007, Don joined the National Safety Council as their Director of Government Programs.

In total, Don has taught more than 1,000 law enforcement courses and instructed over 30,000 people. He has studied 100+ school and workplace shootings and has responded to three active shooter events. He has also instructed nearly 200 Active Shooter and Violence Prevention courses in 17 states, and is a workplace and house of worship approved instructor by the U.S. Department of Homeland Security.

Upcoming North Dakota EMS Association Events

JUNE 6, 2019 INSTRUCTOR REFRESHER, JAMESTOWN

JUNE 20, 2019 MENTAL HEALTH FIRST AID, JAMESTOWN

JUNE 28, 2019 EMS SAFETY COURSE, BISMARCK

JULY 9, 2019 MENTAL HEALTH FIRST AID, BISMARCK

JULY 12, 2019 EMS SAFETY COURSE, FARGO

JULY 25, 2019 MENTAL HEALTH FIRST AID, LANGDON

AUGUST 16-17 SECOND ANNUAL FOUNDATION FISHING TOURNAMENT, NEW TOWN

SEPTEMBER 21-22, 2019 SW CONFERENCE, MEDORA

JANUARY 25-26, 2020 NW CONFERENCE, MINOT

FEBRUARY 7-8, 2020 SE CONFERENCE, FARGO

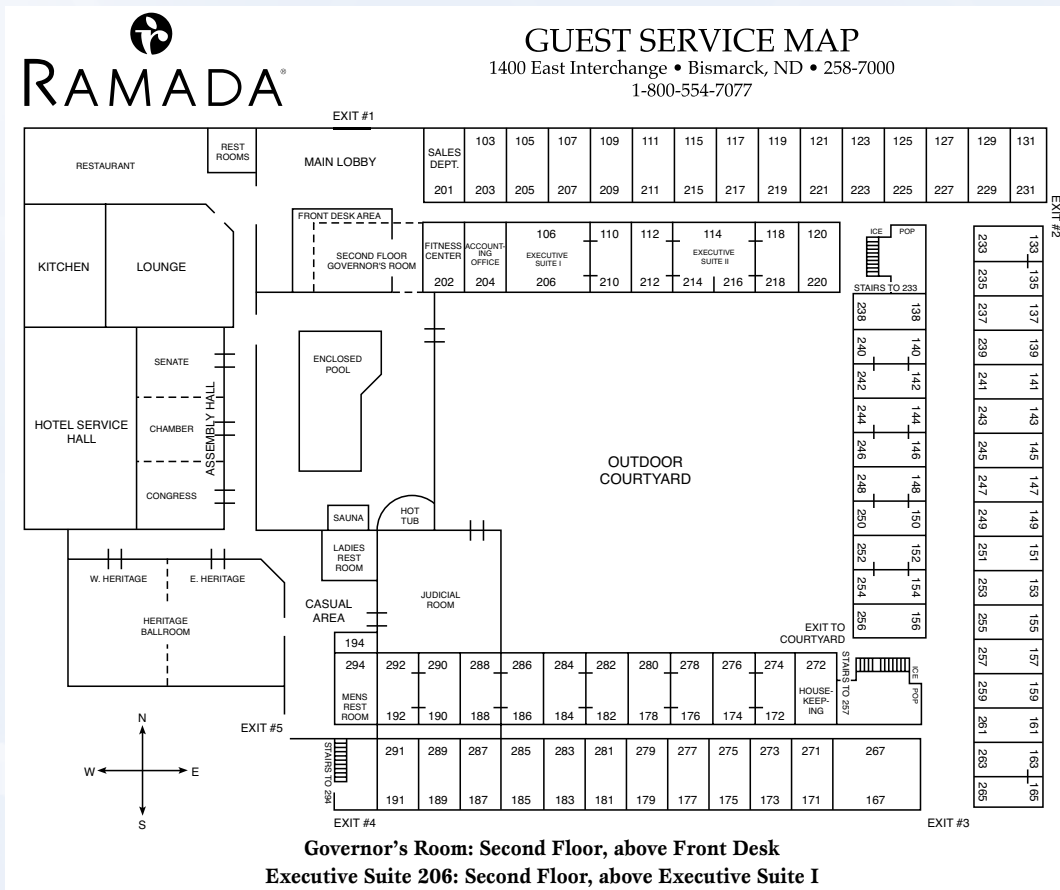
FEBRUARY 14-16, 2020 NW CONFERENCE, GRAND FORKS

APRIL 2-4, 2020 45TH ANNUAL EMS CONFERENCE, BISMARCK

Events also held throughout the summer months include:

- CRITICAL ACCESS HOSPITAL AND EMS MEETINGS
- EMS SUSTAINABILITY PROJECT SUMMIT MEETINGS
- LEVEL 5 EMS LEADERSHIP TRAINING

All event information can be found online at www.ndemsa.org



Management Conference Schedule at a Glance

MONDAY, JUNE 3RD

12:00PM TO 1:00PM ON SITE REGISTRATION AND CHECK-IN
1:00PM TO 2:00PM OPENING GENERAL SESSION
2:00PM TO 2:15PM SNACKS AND REFRESHMENTS
2:15PM TO 3:30PM CONCURRENT BREAKOUT SESSIONS
3:30PM TO 3:45PM SNACKS AND REFRESHMENTS
3:45PM TO 5:00PM CONCURRENT BREAKOUT SESSIONS
5:15PM TO 6:30PM GENERAL SESSION AND DINNER PROVIDED

TUESDAY, JUNE 4TH

6:00AM TO 10:00AM HOTEL CONTINENTAL BREAKFAST AVAILABLE – RESTAURANT
7:15AM TO 8:30AM CONTINENTAL BREAKFAST PROVIDED – ASSEMBLY HALL FOYER
8:00AM TO 9:15AM CONCURRENT BREAKOUT SESSIONS
9:15AM TO 9:30AM SNACKS AND REFRESHMENTS
9:30AM TO 10:45AM CONCURRENT BREAKOUT SESSIONS
11:00AM TO 12:30PM GENERAL SESSION AND LUNCH PROVIDED
12:45PM TO 2:00PM CONCURRENT BREAKOUT SESSIONS
2:00PM TO 2:15PM SNACKS AND REFRESHMENTS
2:15PM TO 3:30PM CLOSING GENERAL SESSION

This conference has been made possible through the planning and coordination of the North Dakota EMS Association, technical expertise and travel grant opportunity from the North Dakota Department of Health – Division of EMS, and the UND Center for Rural Health Flex Program providing the funding for presenter honorarium, travel costs, and handouts. We appreciate the support of our partners. Below are contacts within the three sponsorship partners:



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