

EMS MANAGEMENT CONFERENCE

JUNE 5-6, 2017

**RAMADA HOTEL
BISMARCK**

CONFERENCE SPONSORED BY



EMS Management Conference June 5-6, 2017 • Ramada Hotel – Bismarck General Information

WELCOME CONFERENCE ATTENDEES

On behalf of the North Dakota EMS Association and our partners I would like to thank you for attending the third 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 Bismarck Ramada for being so accommodating and helpful in setting this up. Thank you again and enjoy your time here at the conference.

Jim Restemayer, President, NDEMSA

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 the final 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 the Training Officer Workshop (10:00am - 12:30pm, Mon.), Workforce Safety & Insurance (2:15pm - 3:30pm, Mon.) and the EMS Billing and Reimbursement (8:00am - 9:00am, Tues.) were approved in the LCCR Category.

Those three sessions were NOT approved for continuing education credits. One session, Working with Jerks (2:15pm - 3:30pm) Monday) was approved for NCCR credit. The number of hours for each session approved can be found in the conference schedule on page 3. Certificates will be handed to 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:	Pork Tenderloin with Jack Daniels Sauce, Cranberry Almond Salad, Garlic Mashed Potatoes, German Blend Vegetables, Fresh Rolls and Butter, and Assorted Cheesecakes
Tuesday Morning:	Fresh Cut Seasonal Fruit, Mini Cream Puffs, Mini Cinnamon Rolls, and Scones *In addition to the Ramada Hotel continental breakfast provided to hotel guests
Tuesday Lunch:	Chicken Breast with Chardonnay Cream Sauce, Tossed Salad, Roasted Baby Reds, Glazed Carrots, Fresh Rolls and Butter, and Assorted Pies
Tuesday Afternoon:	Assorted Cookies, and Lemonade

2017 EMS Management Conference Sessions

Monday, June 5th

Time	Presentation Information	Room
10:00am to 12:30pm <i>Special Session</i>	“Training Officer Workshop for EMS Agency Training Officers and Squad Leaders” – Kelli Sears (No CEU’s)	Assembly Hall
12:00pm to 1:00pm	On Site Registration and Check-In	Assembly Hall Foyer
1:00pm to 2:00pm	Opening Session – “Challenges facing our EMS System Today” – Panel of North Dakota EMS leaders (1.0 LCCR)	West Heritage Room
2:15pm to 3:30pm	“Workforce Safety & Insurance Programs and Coverage Information” – Nicole Gaab and Sara Cote (No CEU’s)	Assembly Hall
	“Working with Jerks” – Jon Politis (1.25 NCCR*)	East Heritage Room
3:45pm to 5:00pm	“Is Your Community Cardiac Ready” – Shila Thorson (1.25 LCCR)	Assembly Hall
	“Practical HIPAA Compliance for Rural EMS – 5 Things You Should Know” – Ken Reed (1.25 LCCR)	East Heritage Room
5:30pm to 7:00pm	General Session and Dinner – “Are You A Boss That People Want to Quit?” – Jon Politis (1.5 LCCR)	West Heritage Room

*NCCR Category: Affective Characteristics (using the 2012 NCCP recertification content model)

Tuesday, June 6th

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	“EMS Billing and Reimbursement” – Neil Frame (No CEU’s)	Assembly Hall
	“How Much EMS Does Our Community Need? – Ken Reed (1.25 LCCR)	East Heritage Room
9:30am to 10:45am	“Documentation Best Practices” – Neil Frame (1.25 LCCR)	Assembly Hall
	“You Can’t Fire Me, I’m A...(Employee or Volunteer)” – Jon Politis (1.25 LCCR)	East Heritage Room
11:00am to 12:30pm	General Session and Lunch – Special Presentation – Strengthen ND and NDANO “Leadership – Making the Transition from Social to Business” – Ken Reed (1.5 LCCR)	West Heritage Room
12:45pm to 2:00pm	“Quality Improvement Program for EMS Systems” – Dr. Jeff Sather (1.25 LCCR)	Assembly Hall
	“Stop Eating Our Young – Mentorship for Rural EMS” – Ken Reed (1.25 LCCR)	East Heritage Room
2:15pm to 3:30pm	Closing General Session – “EMS Workforce Issues Today” – Jon Politis (1.25 LCCR)	West Heritage Room

Session Descriptions

MONDAY, JUNE 5TH – SPECIAL SESSION – TRAINING OFFICER WORKSHOP 10AM-12:30PM

Training Officer Workshop for EMS Agency Training Officers and Squad Leaders – Kelli Sears

This workshop is designed for EMS agency training officers. We will take a hands-on look at how to manage the training officer role within the state “Big Picture” database and the NREMT system; the course will also offer detailed guidance to the new 2016 NCCP recertification process. This is an ideal course for any training officer. Please bring a laptop with Wi-Fi capabilities if you have one, this will offer on-site trouble shooting with database accounts and provide a more hands-on learning experience.

MONDAY, JUNE 5TH – OPENING GENERAL SESSION 1:00PM TO 2:00PM

Challenges facing our EMS System Today – Panel Discussion of North Dakota EMS leaders

Across the nation and our state both urban and rural EMS systems are facing unique challenges not seen before. In this session a panel discussion will explore the decline in the largest EMS subsidy (volunteer providers) and workforce issues, transport reimbursement, transition from EMS 2.0 to 3.0, medical direction, and EMS education. This session will lay the ground work for a number of the topics offered at the 3rd annual EMS Management Conference. Come prepared to engage in discussion about how we as EMS leaders can tackle these challenges head on.

MONDAY, JUNE 5TH – 2:15PM TO 3:30PM

Workforce Safety & Insurance Programs and Coverage Information – Nicole Gaab and Sara Cote

Workforce Safety & Insurance (WSI), as the name implies, plays a major role in the prevention of workplace injuries in North Dakota. This session is to provide employer’s information about the products and services WSI provides to assist employers in safety and injury prevention. We will take you through the high points of our Website where you can obtain more information on obtaining coverage with a focus on voluntary versus paid employee coverage requirements.

Working With Jerks – Jon Politis

Ever think you were working with a bunch of jerks? Working with difficult people can be very frustrating. Are they really jerks or is their personality just different than yours? How are your communications skills? Do you know how to cope with different personality types? This presentation is a primer on how to cope and give some strategy and tactics on dealing with difficult people. A very popular presentation.

Objectives:

1. Describe the common types of difficult employees in the workplace
2. Explain ways to improve interpersonal communication
3. Explain ways to deal with difficult personalities in the workplace
4. Describe 3 ways to identify potential “problem people” during the hiring process.

MONDAY, JUNE 5TH – 3:45PM TO 5:00PM

Is Your Community Cardiac Ready? - Shila Thorson

Do the residents of your community know what to do in the event of a cardiac arrest? Bystander actions greatly impacts a cardiac arrest victim’s odds of survival. The state of North Dakota partnered with the American Heart Association to develop a set of guidelines to assist communities in becoming Cardiac Ready. Discussion will include steps to take to become involved in the program, gaining community support, and ideas that can be implemented in your community right now to make it more cardiac ready.

Practical HIPAA Compliance for Rural EMS – 5 Things You Should Know – Ken Reed

The Health Insurance Portability and Accountability Act of 1996 was a game changer in the way that the healthcare industry treated patient information. This session will provide rural EMS leaders with 5 simple things that they can do within their organizations to comply with this complex set of laws.

MONDAY, JUNE 5TH – GENERAL SESSION 5:30PM TO 7:00PM

Are You A Boss That People Want To Quit? – Jon Politis

A simple truth is that staff often don’t quit a job...They quit because of a boss! Interpersonal conflict is the number one reason organizations have morale problems and staff turnover. So...How do your “boss behaviors” measure up? While leaders have expectations of staff, our staff has a right to expect some things of its leaders. This is a presentation that asks you to take a look at how you may measure up.

Objectives:

1. Describe some basic generation differences in the workplace today
2. Explain the common behaviors that cause morale problems
3. List and explain 4 positive “boss behaviors”

TUESDAY, JUNE 6TH – 8:00AM TO 9:15AM

EMS Billing and Reimbursement – Then and Now – 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.

How Much EMS Does Our Community Need? – Ken Reed

The delivery of modern rural EMS in North Dakota seems to revolve around ambulance transportation. An ambulance service is the costliest method of delivering EMS and often the least effective. For this reason, many communities struggle to maintain their ambulance services. This session will explore the medical evidence of what is required and will look at what alternatives are available to the traditional delivery model.

TUESDAY, JUNE 6TH – 9:30AM TO 10:45AM

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.

You Can't Fire Me, I'm A (Employee or Volunteer) – Jon Politis

Regardless of the type of organization, disciplinary matters can be a big headache! The overall discipline of an organization is the key to the consistency that comes with high performance teams: paid or volunteer! This presentation takes a realistic look at how to create a more disciplined organization and covers the critical issues that all employers must understand in a progressive disciplinary process.

Objectives:

1. Explain the concept of coaching and corrective action
2. Explain the concept of progressive discipline
3. Explain the concepts of privacy in corrective action
4. Describe 5 protected activities in the work place

**TUESDAY, JUNE 6TH – LUNCH GENERAL SESSION
11:00AM TO 12:30PM**

Strengthen ND

Strengthen ND supports and advances community development through work with nonprofits and rural communities. We do this through one-on-one capacity building supports, workshops, our Nonprofit Certificate Program at Minot State University, and facilitating community solutions. For example, we have worked with Statoil and the Northwest North Dakota Community Foundation to create a STEM Education Fellowship program for educators in northwest North Dakota. Another example is our work providing technical assistance and proposal development services for the Rural Community Grant Fund. Through this work, we really are able to strengthen North Dakota.

About the Presenter

Megan Laudenschlager has been the Executive Director of Strengthen ND since August 2015. Laudenschlager is a graduate of Minot State University with a B.A. in Mathematics and has obtained a Certificate in Fundraising through the Lilly Family School of Philanthropy at Indiana University. Laudenschlager leads Strengthen ND's programming and technical assistance efforts, including strategic planning, board training, and other forms of capacity building. In addition to the Lilly Family School of Philanthropy, Laudenschlager is a 2014 Bush Foundation Fellow and has participated in professional development activities through the Harvard-Kennedy School of Government, Midwest Academy for Social Justice, Independent Sector, and TED.

North Dakota Association of Nonprofit Organizations

NDANO is the statewide membership association advancing nonprofits through advocacy, training, resources, networking and leadership. Learn about available resources to strengthen your organization and the power of an engaged and empowered nonprofit sector.

About the Presenter

Dana Schaar Jahner is the executive director of the North Dakota Association of Nonprofit Organizations (NDANO) and has worked with the association since 2006. Prior to working with NDANO and other statewide associations, she was employed in the museum field in education and administration.

Leadership – Making the Transition from Social to Business – Ken Reed

The typical profile of a rural EMS agency is comprised of "volunteers" who form a social unit in response to the perceived need for EMS in their respective communities. The social model rarely provides for consistent expectations and participation by its members. Rural EMS organizations need to operate like businesses with qualified leaders and engaged employees. This session will outline some of the necessary steps required to make that transition.

TUESDAY, JUNE 6TH – 12:45PM TO 2:00PM

Quality Improvement Program for EMS Systems – Dr. Jeff Sather

The topic of Quality Improvement has been a popular topic nationwide and at previous management conferences. Previous sessions have focused on recognizing the need for a Quality Improvement program within your EMS agency. In this session today Dr. Sather will provide various samples of what should be included in your QI process, discuss how best to measure it, and what you can do to use your findings to make positive changes in your service.

"Stop Eating Our Young" Mentorship for Rural EMS – Ken Reed

Why do so many rural EMS agencies struggle with recruitment and retention? The root causes may reside in the manner in which we introduce potential new staff to the industry and the lack of support we provide. This session will look at ways that a rural EMS agency can find, motivate and develop new membership and provide professional development within its ranks.

**TUESDAY, JUNE 6TH – CLOSING GENERAL SESSION
2:15PM TO 3:30PM**

EMS Workforce Issues Today – Jon Politis

With declining volunteerism and increasing complexity, running an EMS service is more complex than ever. There are demands being placed on services that community based services have never faced before. Creating success will depend on understanding the issues and having a strategy for dealing with them. This presentation is a candid discussion about the issues facing all EMS organizations today.

Objectives:

1. Describe the effect of retiring "baby boomers" and Millennials entering the workforce
2. Explain the effect of having an imbalance of part time to full time employees
3. Explain the effect of declining volunteerism and the results of adding paid staffing

PRESENTER BIOGRAPHIES

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 NDEMESA board member.

Jon Politis MPS, NRP



Jon is an engaging educator who has presented at many state and national conferences across the US and Canada. Starting in emergency services in 1971, he has served in many capacities: firefighter, ski patroller, Paramedic, Paramedic Program Director, State EMS Training Coordinator and EMS Chief. He has served on the Board of Directors of the National Registry of EMTs, Committee on Accreditation for the EMS Professions, been co-investigator of original research and authored numerous articles and texts. He holds a BA degree from Castleton State College and a Masters Degree in Public Administration from Marist College. He served as the Chief of the Town of Colonie

EMS Department from 1989 to 2010 when he retired."

Ken Reed, MS, NRP, CP-C, CCP-C

Director of EMS, Rugby EMS

Ken Reed is licensed North Dakota Paramedic who has been in the Emergency Medical Services profession for over 43 years. He currently serves as the Director of EMS for the Rugby EMS, a service of the Heart of America Medical Center in Rugby, ND. Ken is an experienced EMS leader who serves as an appointed representative to the ND EMS Advisory Council. He has worked for both ground and aeromedical programs in various clinical, educational and managerial capacities. He has a passion for rural EMS and is a staunch proponent for high clinical and operational performance in even the least populated areas of North Dakota. He was instrumental in the development of North Dakota's pilot Community Paramedic program and operates as a Community Paramedic as part of his local hospital's ACO and rural clinic.



Jeff Sather, M.D.

Chief of Medicine, Trinity Health – Minot and ND State EMS Medical Director



Dr. Sather began his career as a Paramedic with Community Ambulance of Minot and later as Chief Paramedic with Trinity NorthStar Criticair. The Velva native graduated in 1998 from the UND School of Medicine. He completed his residency in Emergency Medicine at St. Vincent Mercy Medical Center in Toledo, OH. He is Board Certified in Emergency Medicine

and a Fellow of the American College of Emergency Physicians. Dr. Sather is currently the Chief of Medicine at Trinity Health in Minot. He served as co-chair of the Mission: Lifeline ND Project, and currently serves on the State Trauma Committee, Stroke System of Care Task Force, and the Cardiac System of Care Task Force. In addition to being highly involved at the state and regional level in the development of systems of care, Dr. Sather is also the State EMS Medical Director as well as a local Medical Director for a number of North Dakota EMS agencies. Dr. Sather commits to a number of speaking engagements for EMS and emergency medicine at conferences locally, regionally, and nationally.

Kelli Sears, BS, NRP

State EMS Training Coordinator – Division of EMS



Kelli is a licensed Paramedic and has been the North Dakota State EMS Education and Training Coordinator/Licensing Specialist since January of 2014. She has been a Paramedic since 2004 and a ND EMS Instructor Coordinator since 2008. Kelli also holds a CPR and ACLS instructor certification. Prior to joining the ND Division of EMS, Kelli worked full-time as a ground paramedic, flight paramedic, and EMS/Paramedic Instructor in northwest North Dakota. In 2014 Kelli became a psychomotor examination representative for the National Registry of Emergency Medical Technicians and in 2016 became a site visitor for the Committee on Accreditation of Educational Programs for the Emergency Medical Services Professions. She is also currently pursuing her Masters of Science in Emergency Medical Services through Creighton University. Kelli lives in Bismarck with her husband, Brian, and her six year old daughter Norah.

Shila Thorson, MSN, RN-BC



Shila is a registered nurse working at the ND Division of Emergency Medical Systems as the Stroke and Cardiac Systems Coordinator, where she strives to improve care across the continuum. Shila has been in this role since April of 2014. She received her Bachelor of Science in Nursing degree from Medcenter One College of Nursing, and a Masters of Science in Nursing degree with a focus on Nursing Administration from the University of Mary in 2016. Prior to her role at the Division of EMS, Shila had experience working in acute cardiac care at Sanford Health, Bismarck. She has been board certified in Cardiac Vascular Nursing from the American Nurses Credentialing Center (ANCC) since 2012.

Nicole Gaab & Sara Cote
North Dakota Workforce Safety & Insurance



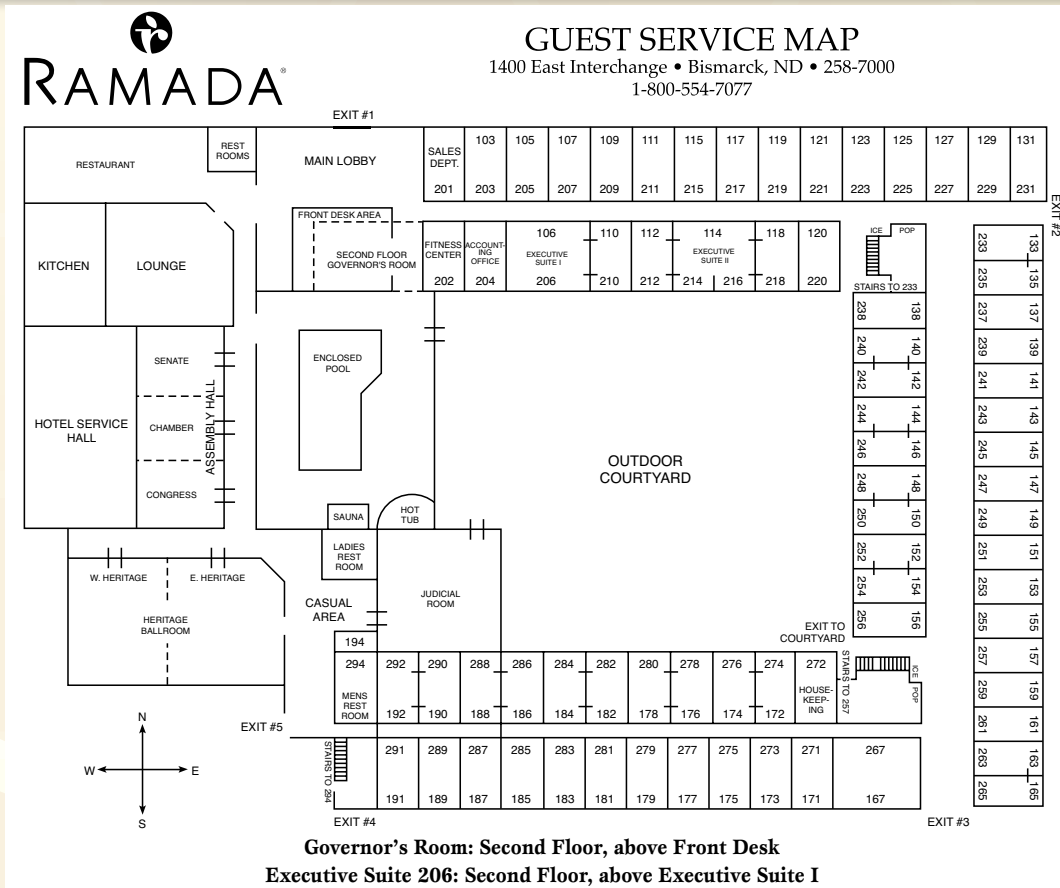
Nicole Gaab is the Loss Control Consultant with Workforce Safety and Insurance. In this role she conducts loss control assessments with employers where she provides the financial impact on how claims are affecting the experience rating. During the assessment she also provides the employer with several loss control reports, the dashboard, and the claims trend analysis which is a great tool that helps with claims management. Nicole has been employed with WSI for 13 years. She first started as an Account Manager in the Policy Holder Services division for 2 ½ years with the rest of her time at WSI in the Loss Control department in her current role. Nicole enjoys her time working with employers and helping them understand their account better and ways to help manage the claims

Sara Cote has worked in the Policy Holder Services division of Workforce Safety & Insurance for 4 years. In her role as the Employer Compliance Specialist, Sara provides individualized support to the various departments within the organization, assisting and educating employers with understanding their workers' compensation requirements in North Dakota. Sara joined WSI with 8 years of previous insurance experience; beginning her career as an underwriter for Motorists Insurance Group in Columbus, Ohio. She has also worked as an insurance agent in Williston, North Dakota. Sara holds a CWCP, Certified Workers' Compensation Professional designation, as well as an AINS, Associate in Insurance designation.

Upcoming North Dakota EMS Association Events

JUNE 5-6, 2017 3RD ANNUAL EMS MANAGEMENT CONFERENCE, BISMARCK ND
JUNE 13, 2017 INSTRUCTOR/COORDINATOR REFRESHER, JAMESTOWN ND
*JULY 26, 2017 MENTAL HEALTH FIRST AID TRAINING, JAMESTOWN ND **
*AUGUST 8, 2017 MENTAL HEALTH FIRST AID TRAINING, DICKINSON ND **
*AUGUST 23, 2017 MENTAL HEALTH FIRST AID TRAINING, RUGBY ND **
*AUGUST 25, 2017 MENTAL HEALTH FIRST AID TRAINING, WILLISTON ND **
SEPTEMBER 30- OCTOBER 1, 2017 SW CONFERENCE, MEDORA, ND
DECEMBER 31, 2017 ALL OPEN OFFICER AND BOARD POSITIONS NOMINATIONS DUE
JANUARY 12-14, 2018 SE CONFERENCE, JAMESTOWN ND
JANUARY 27-28, 2018 NW CONFERENCE, MINOT ND
FEBRUARY 17-18, 2018 NE CONFERENCE, GRAND FORKS ND
MARCH 1, 2018 ALL AWARD NOMINATIONS DUE
APRIL 12-14, 2018 43RD EMS RENDEZVOUS CONFERENCE, BISMARCK, ND

* More information on Mental Health First Aid training can be found at:
www.ndemsa.org/Mental-Health-First-Aid



Management Conference Schedule at a Glance

Monday, June 5th
 10:00am to 12:30pm
 12:00pm to 1:00pm
 1:00pm to 2:00pm
 2:00pm to 2:15pm
 2:15pm to 3:30pm
 3:30pm to 3:45pm
 3:45pm to 5:00pm
 5:30pm to 7:00pm

Training Officer Workshop (Limited to Training Officers and Squad Leaders)
 On Site Registration and Check-In
Opening General Session
 Snacks and Refreshments
 Concurrent Breakout Sessions
 Snacks and Refreshments
 Concurrent Breakout Sessions
General Session and Dinner Provided

Tuesday, June 6th
 6:00am to 10:00am
 7:15am to 8:30am
 8:00am to 9:15am
 9:15am to 9:30am
 9:30am to 10:45am
 11:00am to 12:30pm
 12:45pm to 2:00pm
 2:00pm to 2:15pm
 2:15pm to 3:30pm

Hotel Continental Breakfast Available – Restaurant
 Continental Breakfast Provided – Assembly Hall Foyer
 Concurrent Breakout Sessions
 Snacks and Refreshments
 Concurrent Breakout Sessions
General Session and Lunch Provided
 Concurrent Breakout Sessions
 Snacks and Refreshments
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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The University of North Dakota
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UND Center for Rural Health – Flex Program

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