

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 ground work 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 Difficult 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.