## Session Descriptions

**Monday, July 27th – OPENING GENERAL SESSION 1:00pm to 2:15pm**

**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 with 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.

**Monday, July 27th – 2:30pm to 3:45pm**

**Engaging Your Community – Andrew Berkey**

EMS continues to face repeating issues year after year. Funding. Staffing. Retention. Community Support and Engagement. And every year EMS is left asking how it addresses these problems in more effective ways. I believe that the answer is exposure. What is the greatest tool that we are not using? Social Media. Knowing how to create and put out consistent content, will ensure that your exposure to your community, future staff, and local governments is noticed. This one solution can change the dynamic of your service if it is used correctly

**Monday, July 27th – GENERAL SESSION AND DINNER 4:00pm to 5:30pm**

**Employment Law – Scott Moore**

This session is intended to provide EMS leaders with a solid understanding of the laws that govern the employment relationship and highlight how this is often the greatest legal exposure to any EMS organization. During this session, we will explain the provisions of the major Federal and state employment laws and include discussions about the legal concepts associated with, “At-Will” employment, wage & hour laws, employment discrimination, anti-retaliation, the ADA and the interactive process, employee leave, including Sick & Family Medical Leave, and several others. This session will provide attendees with practical examples of how the numerous employment laws apply in a typical EMS environment and when the law should influence the manner a supervisor or manager performs their daily duties. This session focuses on how seemingly simple supervisory behavior or actions can have significant legal implications for their organization and highlights common legal pitfalls that trip up even the most seasoned of supervisor.

**Tuesday, July 28th – 8:00am to 10:15am**

**CMS Cost Data Collection: Part 1 & 2– Scott Moore**Legislation that was enacted in early 2019 now requires EMS agencies to complete a survey detailing their cost data to CMS in their effort to reform the Ambulance Fee Schedule. Over the next four years, all EMS agencies who bill Medicare will be required to report their cost data. Failure to meet these new reporting requirements could lead to significant sanctions including loss of Medicare revenue. This two-part session will provide attendees will the regulatory information to deepen their understanding of cost collection and provide them with tools and necessary actions to take to meet the regulatory requirements. During this session attendees will learn how and why these new requirements were enacted and what EMS agencies will need to report to be compliant. This session will also provide attendees with how they can best prepare their service to report their costs. At the conclusion of the two sessions, attendees will be armed with an understanding of the new rules and a strategy on how to best tackle preparing to complete the CMS Ambulance Cost Data Survey.

**Tuesday, July 28th – 10:30am to 11:45am**

**Rural EMS Counts: Implementing Rural Relevant EMS Performance Measures- Lindsey Narloch**

The ND EMS Association received a three year grant from the Center for Rural Health “To implement a demonstration project on data collection and reporting for a set of rural-relevant EMS quality measures.” Come listen to the project manager describe national initiatives, this project, the team, the process and ask questions.  While there, provide feedback on where you would like to see the project go in the next two years.

**EMS Billing and Reimbursement? – 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 cannot do and what you should and should not do.

**Tuesday, July 28th – 12:00pm to 1:30pm**

**General Session and Lunch – “Pandemic Best Practices” Tom Engen, PJ Ringdahl, and Dan Schaefer**

**Tuesday, July 28th – CLOSING GENERAL SESSION 1:45pm to 3:00pm**

**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.