

Emergency
Responder
Leadership
Academy



LEADERSHIP

Effectively Managing the Complex, Challenging & Obscure Business of EMS

September 7, 2018

8:00AM-4:30PM

Marist College, 3399 North Road, Poughkeepsie, NY 12601

The purpose of this program is to provide an educational forum for leaders in Emergency Medical Services to discuss some of the most pressing and critical issues that affect EMS for-profit and not-for-profit agency systems and personnel. This unique program format and straight-forward discussion will support leaders in EMS with overviews of:

- Leadership and the oversight necessary for organizational success.
- Essential to proper financial management.
- Understanding your agency's strategic position in your community.
- How to avoid personnel management mistakes.
- The legalities, personnel problems, and internal dynamics to make recruitment and retention work better for you and your agency.
- A case study/introduction discussion of how well your agency culture manages the inclusion, orientation, and integration of experienced providers.

AGENDA

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|-------------------|--|--------------------|
| 8:00am - 8:30am | Registration & Continental Breakfast | |
| 8:30am - 8:45am | Welcome & Introduction | |
| 8:45am - 9:30am | Understanding your Agency's Strategic Position in Your Community | Steve Kroll |
| 9:30am - 11:00am | Risky Business ... Avoiding Personnel Management Mistakes in EMS | Clark Hayward |
| 11:00am - 11:15am | Break | |
| 11:15am - 12:30pm | Why Can't Anyone Keep Anyone? (Recruitment & Retention of Paid & Volunteer Staff) | Douglas Wildermuth |
| 12:30pm - 1:15pm | Networking Lunch | |
| 1:15pm - 2:15pm | Who's Old is New Again | Lee Burns |
| 2:15pm - 3:15pm | Governance Principles and Best Practices for EMS Agencies | Doug Sauer |
| 3:15pm - 3:30pm | Break | |
| 3:30pm - 4:30pm | Fiscal Outlook | Doug Sauer |

This program will provide 6.5 hours of continuing education credits (4.75 Operations - CORE / 1.75 Preparatory - CORE). Attendees will receive program credits, course materials, continental breakfast, and lunch. To receive credit for this program, attendance at entire event is required. Partial credit will not be given.

Registration fee is \$100 per attendee. Refunds will not be offered.
Attendees must register individually Online at Eventbrite at:

<https://erla-2018.eventbrite.com>

Registration deadline is August 31, 2018

Support provided by:



Performing Provider
System (PPS)

Westchester Medical Center Health Network

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