



# Strengthening the Health of EMS

## A Virtual Series

June 1, 3, 5 (x2), 8, 10, 2021

The purpose of this virtual program series is to review today's overall Emergency Medical Response climate and 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:

- Post Pandemic Predictions
- Understanding and Acknowledging Grief
- Strategic Planning for EMS
- Ensuring Long-Term Viability Through Agency Cohesion
- Surviving and Thriving EMS Financial Management
- Transformational Governance of EMS Organizations

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For additional information, please visit [www.chahec.org/programs-2](http://www.chahec.org/programs-2) or call 845-883-7260.

**Emergency Responder Leadership Academy is provided by:**



Central  
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**With support from contributing partners:**



Lee Burns, BS, EMT-P, CIC-RF



*This project is supported in part by the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS) under Grant number U77HP16459 and project title New York State Area Health Education Center System. The information or content and conclusions are those of the author and should not be construed as the official position or policy of, nor should any endorsements be inferred by HRSA, HHS or the U.S. Government.*

# Agenda

*June 1, 2021 – 7:00-8:30PM:*

**Post Pandemic Predictions,**  
Mike McEvoy, PhD, NRP, RN, CCRN

*June 3, 2021 – 7:00 – 8:30PM:*

**Understanding and Recovering from Grief, Loss, and Moral Injury,**  
Drew Anderson, PhD

*June 5, 2021 – 8:30 – 10:00AM:*

**The Times they are a Chang'in: Strategic Planning for EMS in the COVID-era,**  
Doug Sauer

*June 5, 2021 – 10:30 – 12:00:*

**The Community of EMS: Ensuring Long-Term Viability Through Agency Cohesion,**  
Dan Batsie, BA, NRP

*June 8, 2021 – 7:00 – 8:30PM:*

**Transformational Governance of EMS Organizations in a Rapidly Changing World,**  
Steve Kroll

*June 10, 2021 - 7:00 – 8:30PM:*

**Surviving & Thriving EMS Financial Management,**  
Maggie Adams

## Continuing Education Credits

New York State Continuing Medical Education (CME) credits will be sponsored by E5 Support Services, LLC, NYS Certified Instructor Coordinator/NRP Douglas J. Wildermuth. Credits will be based in CME categories of Preparatory, Non-Core Content (Mandatory) and Operations for the allotted time that each participant spends participating in each program.

## Registration

- **Single Presentation = \$25 each**
- **Full Program (all six presentations) = \$125**
- **Registration fee is non-refundable.**

**PLEASE CLICK [HERE](#) TO REGISTER.**

**If you have any questions, please contact: [kdoyle@chahec.org](mailto:kdoyle@chahec.org).**

# Presentation Summary / Learning Objectives

## **Post Pandemic Predictions**, Mike McEvoy, Ph.D., NRP, RN, CCRN

Vaccination has rapidly stalled the COVID-19 pandemic. In every crisis, there lies tremendous opportunity. For EMS, this pandemic presented numerous opportunities to evolve our practice; protect our members, families and our communities; learn from mistakes and plan for the future. This presentation will look back at the actual origins and spread of COVID-19, missteps made by scientists, governments and the medical community, and the successful strategies that finally put an end to a nightmarish period in time. Predictions about the tools and tactics needed for the future will be discussed, with a historical view of lessons garnered from the past. Learning objectives include:

- Discuss the effects of the COVID-19 pandemic on EMS
- Compare COVID-19 to previous pandemics
- Recall two differences in pandemic patient care standards
- Recall two scientific mistakes related to COVID-19 transmission
- State one major alteration necessary to prepare for future outbreaks

## **Understanding and Recovering From Grief, Loss, and Moral Injury**, Drew Anderson, Ph.D., EMT

First responders commonly deal with stressful and traumatic situations, and the Covid-19 pandemic has been a stark reminder of how overwhelming these jobs can be. If first responders don't learn to process and work through the feelings of grief, loss, shame, and anger that can come from these circumstances, however, it can have a significant impact on mental health and quality of life. This talk will focus on the process of grief, loss, and moral injury in first responders as well practical skills for processing and recovering from overwhelming circumstances. Learning objectives include:

- Understand the definitions of, and similarities and differences between, grief, bereavement, loss, trauma, and moral injury
- Recognize aspects of the COVID-19 pandemic that make first responders particularly vulnerable to negative reactions
- Understand the process of recovery from significant negative life events
- Identify and use key skills that can help with recovery from these events
- Determine when higher levels of intervention might be needed

## **The Times They Are a Chang'in: Strategic Planning for EMS in the COVID-era**, Doug Sauer

The EMS industry is going through a "head-spinning" period of transformational change given a myriad of challenges in clinical care, workforce, technology, finance and business models, regulations, the competitive environment, and the list goes on. Although this can seem overwhelming, the mission of EMS organizations need to be fulfilled and it is imperative that leaders be future-oriented and proactive in anticipating change, able to be nimble and smartly adapt, and can establish and build stakeholder support for long-term strategic directions. This introductory session to strategic planning will set forth a practical concepts and process framework for mission-driven EMS organizations to manage and plan ahead in these uncertain times. Learning objectives include:

- Understanding the basic concepts of strategic planning, including limitations
- Gain awareness as to the value of developing a "live" strategic culture within your organization
- Assessing your organization's present circumstances
- Establishing a strategic planning engagement process
- Developing accountabilities for acting upon your strategic decisions and directions

## **The Community of EMS: Ensuring Long-Term Viability Through Agency Cohesion**, Dan Batsie, BA, NRP

The future of EMS faces complex challenges. From global pandemics to reinventing reimbursement, long term viability is linked to our best and brightest working together. While this idea is intuitive, it is not always simple to execute. Too many hours and too many challenges force EMS administrators to only put out the fire in front of them. This class will describe the systemic and individual value of agency cohesion and discuss new and novel ways to collaborate. Key topics include network building, mentoring, and crisis management. Learning objectives include:

- Define social capital
- Describe the role of social capital in problem solving
- Define organizational and social networks
- Describe the role of networks in crisis management
- Describe the link between collaboration and legislative success
- Describe the role of mentoring in leadership development

## **Transformational Governance of EMS Organizations in a Rapidly Changing World**, Steve Kroll

Not-for-profit EMS agency Boards of Directors are trying to keep up with a rapidly changing health care and business environment. Board leadership is crucial to EMS agency sustainability in this tumultuous time. This conversation will examine opportunities for Boards of Directors to assess the strengths and weaknesses of their organization, consider the impact of the shifting ecosystem in which they operate, and plan for a sustainable future in challenging times. Learning objectives include:

A practical conversation that will help Board Members:

- Assess their EMS agency's operating environment
- Consider how to transform their Board of Directors for success
- Conduct an assessment of their agency's strengths and weaknesses
- Build bridges to their community
- Think about different ways to plan for the future

## **Surviving and Thriving EMS Financial Management**, Maggie Adams

Why worry about billing? Our world is ever-changing. There is rarely an increase in payments; providers usually face decreased reimbursement. But patients and communities need EMS to continue to be there for them. To do so, EMS providers must get the money they need....and be able to keep that money. That is why maintaining revenue integrity is so important. Whether billing is performed in-house or outsourced to a third-party billing company, the EMS agency has a responsibility to ensure things are done the right way. Join this lively discussion for an overview of the basics every EMS service must know to protect themselves and maintain their legitimate revenue. We will discuss what is going on now and what is on the horizon, so providers are prepared for the road ahead. Learning objectives include:

- Understand the provider's compliance responsibilities (whether billing performed in-house or outsourced)
- Learn essential elements of documentation compliance for emergencies and non-emergencies
- Comprehend what makes a transport an emergency per regulations governing reimbursement
- Discover the critical elements of financial management to sustain and support an EMS organization
- Learn what reports need to be reviewed for good financial management
- Discuss EMS billing and financial KPIs – what should a provider expect, what can be done to improve KPIs

# Presenter Bios/CVs

## **Mike McEvoy, Ph.D., NRP, RN, CCRN**

[mcevoymike@aol.com](mailto:mcevoymike@aol.com)

Mike McEvoy is the EMS Coordinator for Saratoga County and a Paramedic Supervisor for Clifton Park & Halfmoon Ambulance. He is a nurse clinician in the adult and pediatric cardiac surgery ICUs at Albany Medical Center where he also teaches critical care medicine. Mike is the chief medical officer and firefighter/paramedic for West Crescent Fire Department. He is the chair of the EMS Section board of directors for the International Association of Fire Chiefs and a member of the New York State EMS Council. Mike is a lead author of the textbook "Critical Care Transport," the "Informed" Pocket References (published by Jones & Bartlett) and the American Academy of Pediatrics textbook, "Pediatric Education for Prehospital Professionals (PEPP)." In his free time, Mike is an avid hiker and winter mountain climber.

## **Drew Anderson, Ph.D., EMT**

[daanderson@albany.edu](mailto:daanderson@albany.edu)

Drew Anderson, Ph.D., EMT is an Associate Professor of Psychology at the University at Albany-SUNY. He is an active teacher and researcher at the University at Albany, and he also maintains a part-time clinical practice in the Albany area. Drew has been an EMT since 2011 with Delmar-Bethlehem EMS (DBEMS), where he is currently a Lieutenant and the Director of Behavioral Health. He is also a Lieutenant with the Delmar Fire Department.

## **Doug Sauer**

Chief Executive Officer, New York Council of Nonprofits, Inc. (NYCON)  
Chief Executive Officer, BoardStrong (formerly Governance Matters, Inc.)

[dsauer@nycon.org](mailto:dsauer@nycon.org)

During his 41 years of executive leadership, Doug has pioneered NYCON to become the largest state association of nonprofit organizations in the country, with approximately 3,000 nonprofit members. Today, NYCON and its three affiliates provide a full continuum of capacity-building services, growing and strengthening the Empire's State's nonprofit community. Council Services Plus, co-founded by Doug, is a for-profit insurance brokerage social enterprise serving over 1,400 nonprofit clients in 10 states. Innovative Charitable Initiatives, a c3, provides fiscal sponsorship and employment administration services to emerging and established nonprofits nationally. Board Strong is a comprehensive free board building solution providing board recruitment, education and development service with a digital board-matching and education platform, tailored for NYS nonprofits.

Doug is nationally recognized as an expert technical assistance provider and trainer in board governance, mergers and restructuring, strategic planning, social enterprises, risk management, and community planning, and is a well-respected policy advocate. He has facilitated over 100 nonprofit mergers and affiliations. Doug is a seasoned and engaging public speaker and is quoted often in local, statewide and national media. He has been recognized City and State in 2018, 2019 and 2020 as one of the most influential nonprofit leaders in the state.

Doug is currently the Treasurer and former Board Chair of the National Council of Nonprofits; Board Chair of Council Services Plus; chairs the Comprehensive Police Reform Committee for the Village of Hoosick Falls; serves on the board of the First Nonprofit Unemployment Savings Program; and is ex-officio Director on the board of The Baby Institute of Albany.

Prior public service includes the NYS Commission on Community Service, the NYS Attorney General's Non-profit Revitalization Leadership Task Force, and elected school board member for the Berlin Central School District. He has a MSW with a specialty in Community Organization from the University of Pittsburgh and served four years in the USAF as a medic with service in Southeast Asia during the Vietnam War.

**Steve Kroll**

[steven.kroll@delmarems.org](mailto:steven.kroll@delmarems.org)

Steven Kroll is the Executive Director and volunteer Chief of Delmar-Bethlehem EMS in Albany County, New York, and the Chief Delivery Officer at UCM Digital Health, a telemedicine medical practice. Steve is a past Chair of the Hudson Mohawk Valleys REMSCO and the NYS Emergency Medical Services Council. Steve is the current Chairperson of the Board of Trustees of Cobleskill Regional Hospital in Schoharie County. Steve holds a Master of Health Administration from Duke University and has extensive experience in health care policy and operations, having served as the Executive Director of The Arc New York, the State's largest developmental disability service organization, a Vice President of the Healthcare Association of NYS (HANYS), and a health staffer for the United States Senate.

**Dan Batsie, BA, NRP**

[DanBatsie@gmail.com](mailto:DanBatsie@gmail.com)

Dan Batsie is the Director of Emergency Preparedness, Response, and Injury Prevention for the Vermont Department of Health. In his role, he leads emergency medical services for the state. Dan has been a licensed EMS provider and paramedic in New York, Maine and now Vermont for more than 31 years. Prior to working in Vermont, he was a regional education coordinator in Maine and administered the paramedic programs for Eastern Maine and Kennebec Valley Community Colleges. Dan has also authored two EMS textbooks and lectured both nationally and internationally on current EMS topics. In addition to his work at the state level, Dan is active in numerous national EMS projects and committees.

**Maggie Adams**

[maggie@ems-financial.com](mailto:maggie@ems-financial.com)

Maggie Adams is the president of EMS Financial Services, with over 25 years' experience in the ambulance industry as a business owner and reimbursement and compliance consultant. Known for a practical approach and winning presentation style, Maggie has worked with medical transportation providers and billing companies of all kinds to support their billing, auditing, and documentation training efforts. Maggie is a Cum Laude graduate of the Wharton School of the University of Pennsylvania. For more info, contact Maggie directly at [maggie@ems-financial.com](mailto:maggie@ems-financial.com) or visit [www.ems-financial.com](http://www.ems-financial.com).

# **About the Emergency Responder Leadership Academy**

In 2004, Catskill Hudson Area Health Education Center (AHEC) presented its first EMS Leadership Academy, which was a two-part, professional development workshop for EMS captains, officers, and others in or about to be placed in a position of leadership in their agency. In 2011, under the guidance of the Development Committee, the program name was changed to the Emergency Responder Leadership Academy to better reflect the evolution of the program's expanding focus and growing audience. As of 2021, Catskill Hudson AHEC is pleased to announce further expansion of the Emergency Responder Leadership Academy as an AHEC Partnership, joining forces with Central New York AHEC, Hudson-Mohawk AHEC, and Northern AHEC.

Additionally, our Contributing Partners include E5 Support Services LLC, Fort Drum Regional Health Planning Organization, and Lee Burns, BS, EMT-P, CIC-RF. Through this collaborative effort, we will continue to develop unique learning experiences presented by experienced leaders in emergency response. Topics will continue to focus on professional development in areas that are critical to every emergency service's long-term success, such as, agency roles and preparedness for future challenges.

# Sponsorship Opportunities

## **Platinum Level Sponsorship \$1,000**

Includes:

- Choice of Session to Sponsor
- 15-second advertisement at the beginning of the program
- Logo banner on event website under Platinum-Level section

## **Gold Level Sponsorship \$500**

Includes:

- 15-second advertisement at the beginning of the program
- Logo banner on event website under Gold-Level section

## **Silver Level Sponsorship \$250**

Includes:

- Logo banner on event website under Silver-Level section



# Sponsorship Registration Form 2021 Emergency Responder Leadership Academy June 1, 3, 5 (x2), 8, 10, 2021

YES! We will be a sponsor or exhibitor at the following level:

- Platinum Level Sponsorship \$1,000
- Gold Level Sponsorship: \$500
- Silver Level Sponsorship: \$250

We are unable to sponsor this year, but would like to contribute:

- Donation \$ \_\_\_\_\_
- Samples of our product(s)
- Coupons of our product(s)

Sponsorship Contact Information:

Name: \_\_\_\_\_ Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Website: \_\_\_\_\_ Email: \_\_\_\_\_

Total Payment Enclosed \$ \_\_\_\_\_ (Please make checks payable to Catskill Hudson AHEC and mail to Catskill Hudson AHEC, 598 State Route 299, Highland, NY 12528 with a copy of your Sponsorship Form.)  
Please email completed Sponsorship Form, and company logo (jpeg or png file) to [kdoyle@chahec.org](mailto:kdoyle@chahec.org).

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