

A focus on personal, patient and community safety...



APRIL 4, 2023 - 9th EMS Financial Symposium | APRIL 5-7, 2023 - 15th Annual National EMS Safety Summit



15th Annual National EMS Safety Summit

A Focus on Personal, Patient, and Community Safety

***Convened by the Mile-High Regional Emergency Medical and Trauma
Advisory Council (Mile-High RETAC) since 2008
Embassy Suites by Hilton- Downtown Denver
1420 South Street, Denver, Colorado 80202***

15th Annual National EMS Safety Summit Course Descriptions

Wednesday, April 5, 2023

8:15 – 9:00

Liability of Not Having an Effective Safety Program

Scott Moore, Esq.
Moore EMS Consulting, LLC, Owner

Course Description:

EMS agencies and their leaders are in a time of heightened accountability from both the public they serve and the employees who work in the field. While all EMS providers are required to have a safety program that provides a work

environment that is free from known hazards, many fail to recognize the true risk. An effective safety program will:

- Reduce injuries, safety violations, fines, and insurance penalties.
- Improve employee awareness, sense of purpose and responsibility.
- Increase programmatic efficiencies by providing clear safety steps for most workplace processes.
- Provide workers and managers with the knowledge and abilities necessary to recognize and react to dangerous incidents.

This session will highlight the true costs of an inadequate safety program and why EMS leaders can no longer overlook this critical function.

Learning Objectives:

- Provide attendees with an overview of current regulatory oversight priorities to permit them to ensure that their safety program is compliant.
- Provide attendees with statistics on the average organizational costs related to inadequate safety and compliance programs

Attendee Take-Away:

- Attendees will understand why investing in a comprehensive safety program is a better return on of organizational resources.
- Attendees will understand the primary safety compliance concerns for EMS organizations.

9:00 – 10:00

***How the Border Crises is Impacting
Homelessness, Panhandlers & Transients***

Ken Bouvier, Paramedic, Professional Speaker

*Deputy Fire Chief, Westwego Fire Department,
Deputy Chief of Operations, New Orleans EMS (Retired)*

Course Description:

This session will help Prehospital Care Practitioners, Emergency Nurses & Physicians, Respiratory, X-ray and Lab Technicians better recognize the challenges while caring for panhandlers, transients, and the homeless patients. The U.S. Border Crisis is impacting Homelessness, Panhandlers and Transients to the point that homelessness has become an epidemic in America and impacts almost every major city in the United States. The homeless are some of the sickest patients you will ever care for and often carry and transmit diseases from one to another.

Panhandling is illegal in some communities and a challenge for Law Enforcement. It is a growing problem in most U.S. cities and often seen as a nuisance by business owners who do not want them begging in front of the restaurants and shops.

Transients are known for creating challenges for Law Enforcement. Transients are often wanted by the police and do not stay in any one place for any length of time. While in transit they often steal or engage in illegal activity to survive. During this session we will discuss how Panhandlers, Transients and the Homeless struggle with mental illness, alcoholism, and drug abuse. This session will show how these 3 groups impact Emergency Medical Services, local Emergency Rooms, and the cost of health care in the United States.

Learning Objectives:

- Recognize the challenges while caring for Homeless, Panhandlers & Transient patients.
- Recognize how sick these patients are.
- Understand how the U.S. Border Crisis is making it more dangerous for both patients and first responders.
- Understand the importance of wearing Body Substance Isolation.
- Recognize that these patients often carry weapons.
- Understand the types of illness and injury these patients often present with and will review the BLS & ALS.

Attendee Take-Away:

Attendees will have a better understanding of Homelessness, Panhandlers and Transients in the United States and just how sick some of them will present.

10:15 – 11:00

Safety Considerations in International Medical Operations

Eric Hill, MD, FACEP, FAEMS

West Branch Medical Lead, Team Rubicon

Course Description:

Will discuss how Team Rubicon prepares to send teams to foreign countries to conduct international medical operations, from the mission planning to operations in country.

Learning Objectives:

Give participants an awareness of the additional risks and considerations when working in foreign countries and how to mitigate them.

Attendee Take-Away:

International medical operations are rewarding but present unique challenges that need to be prepared to maintain team safety.

11:00 –12:00

Household Hazardous Materials “Under the Kitchen Sink”

Ken Bouvier, Paramedic, Professional Speaker

*Deputy Fire Chief, Westwego Fire Department,
Deputy Chief of Operations, New Orleans EMS (Retired)*

Course Description:

When you think of hazardous materials, you think of chemicals like sulfuric acid, gasoline, propane, ammonia, and chlorine. You probably do not consider nail polish, hair spray, drain cleaner, and mothballs a hazardous material. During this session we will discuss the most common products that are kept “Under the Kitchen Sink”!

This session is designed to inform First Responders, EMT’, Paramedics, Nurses, and Physicians of the dangers of Household Hazmat. During this session we will look at how people become injured while using common household products that are stored under the kitchen sink. We will also discuss how small children often play under the sink and get exposed by accident.

During this session we will discuss products like drain cleaner, bleach, ammonia, medicines, alcohol, hair spray, nail polish, mothballs, insect spray, shoe polish, deodorant, paint thinner, and super glue.

We will discuss both BLS and ALS treatment of exposure to “Everything Under the Kitchen Sink”.

Learning Objectives:

- Inform First Responders, EMT’s, Paramedics, Nurses, and Physicians about the dangers of Household Hazmat.
- Discuss the most common products stored “Under the Kitchen Sink”.
- Discuss how people are injured while using household chemicals.
- Explain how children are injured and exposed while playing under the sink.
- Discuss both Basic and Advanced Life Support for exposure to Household Hazmat.

Attendee Take-Away:

Attendees will have a totally new understanding for what types of household products are hazardous and can injure people especially the young & elderly.

12:50 – 1:15

First Responder Fitness Epidemic

Theodore Stern

Fitness Coach / Trainer and Owner of Fit Responder

Course Description:

Describing the current state of first responder fitness. The data / stats and the personal effects it has on EMS and first responders, as well as their patients.

Learning Objectives:

- The impact a lack of fitness is having on EMS and first responders in the US
- How to take action for an individual to help themselves and others

Attendee Take-Away:

The attendee will have a knowledge of the impact a lack of fitness is having on EMS and first responders in the US.

1:15 – 2:15

A Wellness Guide for EMS Agencies

Jason Brooks, BAS, EMT-P, I/C
DT4EMS, LLC President/CEO

Chris Hilliard, BS, NR-P
Paramedic III, Field Training Officer, Sussex County EMS

Stephen Jackamore, Paramedic
Assistant Chief, Denver Health Paramedics

Matt Concialdi, M.S., NR-P
EMS Division Chief, Platteville-Gilcrest Fire Protection District

Theodore Stern

Course Description:

These agencies will provide insight into how and why they developed a wellness program in their agencies through a panel discussion.

Learning Objectives:

- Attendees will learn the various differences between EMS wellness programs
- Attendees will learn the components of wellness programs
- Attendees will learn how to develop policies for wellness programs in an EMS Agency

Attendee Take Away:

Attendees will learn the importance and value of developing a wellness program in their agency.

2:15 – 3:15 ***EMS Response to Suicide Incident***

Andrew T. Caruso, AS, EMT, CEM

Monmouth County Sherriff's Office, Deputy EMS Coordinator

Course Description:

This course is designed to illustrate the risks of suicide within the community as well as in our own industry. We will discuss how to communicate with suicidal individuals, treat those who have attempted suicide, and how to respond to suicide survivors.

Learning Objectives:

Reduce the stigma of suicide and learn to properly communicate with suicidal patients and those affected by the suicide or attempted suicide of a loved one.

Attendee Take-Away:

Suicide is tragic, and far more common than most believe. We need to eliminate the stigma of mental illness and have the tools to mitigate it and reduce suicide.

3:30 – 4:00

Leveraging FirstNet for EMS

Paul Patrick

FirstNet Board Member

Course Description:

Learn what happens when public safety leaders lobby congress for a modern, interoperable communication network and how the resulting public-private partnership supports the Emergency Medical Services.

Learning Objectives:

Increase the Emergency Medical Services awareness of the Public Safety Broadband Network and for how the 'Connected Ambulance' improves that awareness.

Attendee Take-Away:

Understand how FirstNet, the only broadband network designed for public safety, supports Emergency Medical Services.

4:00 – 5:00

Violence Against EMS Providers

Andrew T. Caruso, AS, EMT, CEM

Course Description:

This course is designed to show the frequency of incidents involving violence perpetrated against EMS Providers, as well as the effects it has on the individual and agency. We will also discuss ways to avoid these incidents and what to do when they actually occur.

Learning Objectives:

Raise awareness of incidents of violence against EMS Providers and give tools for the provider and the agency to reduce violent events and prevent them.

Attendee Take-Away:

Violence against EMS Providers is never acceptable, so we need to practice methods of prevention and response.

Thursday, April 6, 2023

8:05 – 9:00 ***The Ketamine Controversy***

David Dalton, BS, EMT-P
Captain, Training Officer,
St. Charles County Ambulance District

Course Description:

When the need for patient restraint arises, physical restraint alone is often insufficient, and for some patients, it can even prove fatal. Having chemical restraint available may be just as essential as having an oxygen tank or defibrillator. Benzo's, antipsychotics, and the ever--popular ketamine - the options are many, but ketamine in particular has garnered a lot of attention in recent years. And not all of it has been positive.

Captain David Dalton presents a sobering look at recent controversies regarding the safety of ketamine, events that involved patient deaths, lawsuits, media scrutiny, public outrage, and political pressure to make the drug illegal for prehospital use.

Cutting through the rhetoric, David dissects these cases in search of truth. Is ketamine the magic bullet we thought it was? Or has it been a wolf in sheep's clothing all along?

Learning Objectives:

- Dissect recent events that have brought ketamine under intense public scrutiny in several states.
- Discuss the consequences of high-profile ketamine disasters, including litigation, criminal charges, and changes in state laws.
- Practices for preventing inappropriate use of chemical restraint
- Prevent over-sedation using the Richmond Agitation Sedation Scale (RASS).

Attendee Take-Away:

How to prevent similar disasters in one's own agency.

10:00 – 11:00 ***How Are You Measuring the Impact of Your Safety Program?***

Scott Bourn, PhD, RN, FACHE

*VP Clinical Quality & Impact, Securisyn Medical,
Co-Founder and Faculty, NAEMSP Quality and Safety Course*

Course Description:

It can be really challenging to measure safety in an organization, especially because the problems we are trying to prevent (like vehicle crashes or drug errors) are pretty rare. In this talk we'll discuss how to effectively use *process measures* to monitor behavior and introduce how to quantify your organization's rate of *adverse events* using a validated (and pretty easy) strategy employed by hospitals and some EMS organizations.

Learning Objectives:

- Describe the difference between process and outcome measures, and explain why both are valuable in improving safety
- Define adverse event and error
- Understand the method for measuring adverse events in your organization

Attendee Take-Away:

In this program you'll learn how to use process and outcome measures to evaluate the impact of any safety program.

11:00 – 11:45 ***Lights and Sirens Journal Club- A Review of Recent Literature***

Douglas Kupas, MD, EMT-P, FAEMS
Medical Director, Geisinger EMS

Course Description:

The risks of lights & siren response and transport have been documented over decades, but substantial changes in use has been slow in adoption. The multi-organization position statement and a recent NEMSQA project have brought additional attention to these efforts. Is this a turning point or just another blip of slow progress? Dr. Kupas will discuss the recent initiatives and recent literature related to the continued reduction in lights and siren use.

Learning Objectives:

List EMS community efforts that are reducing unnecessary lights and siren use.

Attendee Take-Away:

EMS systems that have reduced lights and siren use are only successful if they change the culture of their EMS clinicians.

11:45 – 12:15

Patient Safety Organization and The Patient Safety and Quality Improvement Act

Kathryn Wire, JD, MBA, CPPS, FASHRM
Executive Director, Center for Patient Safety

Course Description:

This program will outline the essentials of the Patient Safety and Quality Improvement Act and what that can mean for EMS providers. Key points: What is a PSO and how does it work? How can my agency benefit from the confidentiality and privilege protections offered to PSO participants? How do those protections work? How does participation move patient safety forward in EMS?

Learning Objectives:

- Describe the purposes and the operation of the PSQIA
- Assess the potential benefits of PSO participation for their organization
- Begin to design their own Patient Safety Evaluation System

Attendee Take-Away:

The program will prepare attendees to move forward to productive and beneficial PSO participation.

1:15 – 2:00

Involuntary Transport: Care vs. Custody

David Dalton, BS, EMTP

Course Description:

The laws governing involuntary transport and patient refusals are complicated and scantily covered in EMS education. Should you be worried?

In California, an EMT was found grossly negligent after his restrained, suicidal patient escaped from the ambulance and was struck by another vehicle. In Wyoming, paramedics faced a 4th Amendment violation after taking a suicidal patient to the hospital against her will. Meanwhile, a New York court dismisses a lawsuit against an ER physician who permitted his intoxicated patient to leave the hospital, even though the patient was hit by

a car only moments later. Does the New York ruling contradict the findings in California and Wyoming?

Refusals and involuntary transports pose a high risk of litigation against EMS professionals. The task of balancing a patient's rights against his need for medical care can be difficult. In fact, it can sometimes feel like a lose-lose situation. Further, assessing a patient's mental, legal, and situational capacity to refuse isn't as straight-forward as determining whether he or she is "AAOx4." Where is the line that separates patient care from taking custody? This session seeks to answer these questions and provide participants with confidence and peace of mind.

Learning Objectives:

- Explain the rationale behind court decisions on questions of patient rights, involuntary transport, and physical restraint.
- Explain how the often-uttered phrase "You can either go to the hospital with EMS or to jail with the cops" may constitute a 4th Amendment violation and false imprisonment.
- Dispel the myth that EMTs and paramedics are shielded from liability as long as they are following orders received from online medical control.
- Summarize the legal immunities that generally protect EMS providers from lawsuits, and explain their limitations.
- Determine a patient's mental, legal, and situational "capacity" to refuse care.
- Determine whether it is legal to place a given patient in restraints.

Attendee Take-Away:

Avoiding lawsuits and harm to patients and providers resulting from restraint and/or involuntary transport.

2:00 – 3:00

Prioritizing 911 Calls- Does EMS Need a Waiting Room?

Douglas Kupas, MD, EMT-P, FAEMS

Course Description:

EMS systems are increasingly squeezed by workforce shortages and increasing call volumes. It is neither feasible nor safe to expect to arrive at every patient within 8 minutes. Many requests for EMS are urgent, but not emergent. Progressive systems are using call prioritization to stack calls. This session will discuss methods to improve the efficiency of EMS response while still maintaining rapid response to life-threatening incidents. Dr. Kupas will discuss

alternatives like prioritization, alternative transport, treat-in-place, and nurse advice lines.

Learning Objectives:

Describe why increased 911 call prioritization improves safe and efficient use of EMS system resources.

Attendee Take-Away:

The emergency department does not rush every patient to a resuscitation room, and EMS patients don't all need a rapid response of many resources.

3:15– 4:15

How Can You REALLY Create and Sustain Improvement in Your Organization?

Scott Bourn, PhD, RN, FACHE

Course Description:

Meetings like the National Safety Summit do a great job introducing us to activities that can improve safety. But most of us have experienced the frustration associated with figuring out how to actually MAKE those changes back home. Employee education, changes in policy, and memos from the chief virtually NEVER create lasting change. It turns out that there is a unique and tested science to making improvement. In this talk you'll learn about the Model for Improvement and how you can utilize this method to figure HOW to change your system to improve quality and safety.

Learning Objectives:

- When given examples of improvement campaigns, describe why each might be likely to fail or succeed.
- Understand the three core questions of the Model for Improvement that guide improvement projects
- Explain why no change will be successful without meaningful engagement with the front line workforce.

Attendee Take-Away:

In this program you'll learn the importance of improvement science to actually improving the safety of your system.

4:15 – 5:00

Safety Salad

David McGowan, MBA, EMT-PR
Senior Consultant, ACETECH

Course Description:

Unlike a 'word salad' which is a confused or unintelligible mixture of seemingly random words and phrases, the Safety Salad is a collection of EMS safety topics tossed together and presented in a way that makes perfect sense, will create thought-provoking ideas and potentially integrative controversy. Audience participation is highly encouraged.

Learning Objectives:

Identify the true root causes of why EMS providers are in harm's way and what culturally needs to be addressed to make EMS safer.

Is there another aspect of behavior-based safety that is rarely talked about? There is.... and it will have a sizeable impact on reducing EMS injuries and fatalities if addressed accordingly.

Attendee Take-Away:

This presentation tries to put the brakes on the quote "Insanity is doing the same thing over and over again and expecting different results." By addressing safety paradigms we can finally move past the insanity and effect positive safety changes.

Friday, April 7, 2023

8:05 – 9:30

Just Culture

Matthew R. Streger, Esq., MPA, NRP
Attorney at Law, Keavney & Streger, LLC

Course Description:

Medical errors are the third leading cause of death in the United States, trailing only cardiac disease and cancer. Despite this fact, most healthcare entities have not been successful in addressing both the errors themselves and the organizational culture that leads to errors. Rather than learning from mistakes, providers have historically been taught to hide their mistakes, and the punitive culture of progressive discipline further hurts this process.

This program reviews the scope of the medical error issue, then looks at other systems of error prevention and correction. The Just Culture program then reviews the three categories of decisions and what organizations do with each type of behavior. This includes interfacing with common human resources systems of discipline.

Learning Objectives:

Understand Just Culture concepts. Develop tools for Just Culture investigations. Review implementation program for organizations.

9:30 – 10:15

On Not Becoming a Projectile: Is “Always Belted” Achievable?

Michael Levy, MD, FAEMS, FACEP, FACP
*Anchorage Areawide EMS Chief Medical Officer,
Medical Director for Emergency Programs State of Alaska*

Course Description:

The value of passenger restraints in moving vehicles is generally accepted. However, it is common practice for EMS clinicians to stand in a moving ambulance to perform patient care. This talk examines the practice and ways to minimize this dangerous activity without compromising patient care.

Learning Objectives:

- To highlight the importance of wearing seatbelts for EMS providers in ambulances and the potential consequences of not doing so, including serious injuries or fatalities in the event of an accident or sudden stop.
- To examine common misconceptions and barriers to seatbelt use in the EMS community and to provide evidence-based information and strategies for promoting and enforcing seatbelt use among EMS providers.
- To discuss the broader implications of seatbelt use in EMS, including the impact on patient care and the role of EMS agencies and leadership in promoting a culture of safety and responsibility among their personnel.

Attendee Take-Away:

One important takeaway for students from this talk could be the crucial role of seatbelt use in promoting the safety and well-being of EMS providers in ambulances. They should understand the potential consequences of not wearing seatbelts, including serious injuries or fatalities in the event of an accident or sudden stop, and the evidence-based strategies that can be implemented to promote and enforce seatbelt use. Additionally, they should recognize the broader implications of seatbelt use in EMS for patient care and the importance of a culture of safety and responsibility among EMS personnel.

10:30 – 11:30

Ultimate Coaching Tips for Developing a Highly Engaged Workforce

Chris Cebollero, MBA, BS, CCEMTP
MedAware Solutions Chief Operating Officer

Course Description:

The true measurement of leadership success is how engaged, satisfied and productive the workforce. For a leader to be successful the workforce needs to be successful. In this lecture Chris Cebollero will take the tips from his book of

the same name and outline the importance coaching, how to hold a coaching session focusing on areas for improvement and reinforce strengths to sustain the progress of the employee's performance. This will outline a new way of working with your workforce and empowering employees to be the best performers that they can be.

Learning Objectives:

List the importance of Coaching Employees, Describe how coaching is better than progressive discipline, Explain how best to run a coaching session for the most positive feedback

Attendee Take-Away:

Develop the skills necessary to guarantee your workforce is engaged, satisfied, and productive.

11:30 – 12:15

***EMS 101: Scene Safety-Should We Have a
“Weather-Hold No Response” Policy?***

Michael Levy, MD, FAEMS, FACEP, FACP

Course Description:

One of the basic precepts of EMS is “first assure scene safety”, however does your agency extend this policy regarding ground ambulance response in hostile weather conditions? This talk explores the necessity and/or feasibility of “no fly” policies for ground ambulances.

Learning Objectives:

- To educate the audience on the importance of scene safety in emergency medical services (EMS) and how it impacts the health and well-being of EMS responders, patients, and bystanders.
- To examine the benefits and drawbacks of implementing a "weather-hold no response" policy for EMS agencies during severe weather conditions, and to explore alternative strategies for ensuring the safety of EMS personnel and the public during these situations.
- To provide practical guidance on how EMS agencies can effectively integrate scene safety considerations into their operations and decision-making processes, and to highlight the key role that ongoing training, education, and collaboration play in promoting safe and effective emergency response.

Attendee Take-Away:

One important takeaway for students from this talk could be the critical role that scene safety plays in EMS operations and the potential risks and challenges

posed by severe weather conditions. They should understand the importance of implementing effective policies and strategies to ensure the safety of EMS personnel, patients, and bystanders during these situations, and how ongoing training, education, and collaboration are essential for promoting safe and effective emergency response.

1:00 – 2:00

Legal Case Review

Matthew R. Streger, Esq., MPA, NRP

Course Description:

We often get our understanding of legal concepts from the news media, which raises a host of issues of accuracy, completeness, and status. This lecture is intended to review a series of legal cases that will be selected as the Safety Summit approaches so they are as cutting-edge as possible. We will look at the facts of the cases, the law surrounding what transpired, and look at the lessons we can learn from each case that we can apply to our daily practice.

Learning Objectives:

Understand the facts of each legal case presented. Understand the legal issues of each case presented. Develop skills and learn lessons based on each case presented.

2:00 – 2:45

Firearms for The Pre-Hospital Provider—Is This the Answer to Our Safety?

Jason Brooks, BAS, EMT-P, I/C
DT4EMS, LLC President/CEO

Course Description:

In this presentation we are going to talk about the significant risk of assaults for healthcare workers and that with more providers calling for the ability to carry firearms to protect themselves that we are forgetting that a firearm is a tool, but not the only tool to protect yourself and that if this is the only tool in your toolbox it is going to increase liability issues as well as potentially increasing danger for all involved.

Learning Objectives:

- The student will have a better understanding that most of our assaults are non-lethal encounters and that a firearm would not be warranted for most of our assaults.
- The student will learn that just having a concealed carry license is not enough training for carrying a firearm while on duty.
- The student will understand that in order to decrease assaults and decrease injuries from assaults they need training and tools for all levels of assaults not just the lethal force assaults.

Attendee Take-Away:

A firearm is nothing more than “a tool” and should never be considered “The Tool” when dealing with violence within healthcare.

3:00 – 4:00

Common Errors in Report Writing

Matthew R. Streger, Esq., MPA, NRP

Course Description:

Sometimes it seems like we spend more time writing various kinds of reports than we spend actually performing our job functions. No matter your primary responsibility, there are some written reports that simply must be completed. These include patient care reports for EMS units, NFIRS reports for firefighting, unusual occurrence reports, human resources investigations, and more. Nobody really likes writing reports, but in the end we are required to complete them in some form on a daily basis. This lecture will review the top 10 most common errors that authors make when writing various written reports and how those errors can come back and hurt us clinically, operationally, financially, and legally.

Learning Objectives:

Understand common report writing errors. Develop tools for combating common report writing errors. Understand the various negative consequences from report writing errors.

4:00 – 5:00

The Art of Self Mastery- Becoming the Best Version of Yourself

Chris Cebollero, MBA, BS, CCEMTP

Course Description:

The Art of Self Mastery is all about you becoming the best version of yourself possible. We are on a constant journey developing personally and professionally along the way. This journey can become difficult as we take blows to our emotional intelligence, confidence, and attitude. Chris Cebollero will give you the tips needed for becoming a master of your own journey.

Learning Objectives:

Define The Art of Self Master, List the importance of Self Awareness, Explain how to develop a plan for developing Self Confidence and a positive attitude.

Attendee Take-Away:

This class will give you the knowledge necessary to become a master of your personal and professional development.