

EMS LEADERSHIP ACADEMY 2010

June 5, 2010

Course Descriptions

PERSONNEL MANAGEMENT:

Balancing Salaried and Volunteer Personnel in a Combination Department: A Growing Trend

Course Instructor: Robert Delagi, MA, NREMT-P

While integration of salaried personnel into a volunteer agency is a way to maintain the values and traditions of the volunteer service, ineffective integration and poorly managed combination programs can do more harm than good. This interactive lecture will focus on the pearls and pitfalls that contemporary EMS Agency leaders and managers face when transitioning from an all-volunteer agency to a combination agency.

HOW TO INVESTIGATE ISSUES WITHIN AN ORGANIZATION

Course Instructor: Karl W. Klug, BS, CIC, EMT-CC

EMS organizations are increasingly being sued by both their membership as well as the patients they serve.

This presentation will examine the most common causes of litigation that pertain to volunteer as well as career agencies, and will suggest pre-loss and post-loss strategies that can reduce or eliminate liability. The presentation will focus on internal investigations and how EMS managers/leaders can best be prepared to handle disputes, ensure that effective personnel issues are resolved quickly and fairly, and that proper policies are in place to ensure that everyone within the EMS organization is held accountable for their actions.

TEAMS - Leaders and Followers

Course Instructor: Richard Beebe, MS, Ed

“You don’t fail, your team failed you!” Anybody who has been in EMS realizes that EMS is a team sport and that excellence in EMS lies in the ability of an EMS provider to work with the team to a successful patient outcome. Then why don’t we emphasize teams in EMS Education? In this presentation, we will explore the concept of teams, leadership and followership and discuss tried and true methods of bringing team work into EMS education!

At the end of this session the participant should be able to:

1. Describe the importance of teamwork in EMS practice and EMS education.
2. Define and discuss concepts of teamwork such as leadership and followership.
3. Describe examples of team play in EMS.

CONFLICT RESOLUTION

Course Instructor: Joyce Mulleedy, RN, MS, EMT, CIC-RF

In a regional survey of current and former EMS personnel, 51% cited “pettiness and infighting” as a major problem in recruitment and retention efforts. This program will discuss possible reasons for these conflicts within our agencies, provide guidance as to how agency leaders can effectively resolve disputes and discuss how to handle the problem of disciplining and dismissing volunteers.