

# National EMS SAFETY SUMMIT

Make it a culture!

March 26-29, 2019



## **National EMS Safety Summit** *A Focus on Personal, Patient and Community Safety*

*Embassy Suites by Hilton  
Denver Downtown Convention Center  
1420 Stout St., Denver, Colorado 80202  
Crystal Ballroom  
March 26-29, 2019*

### ***Course Description and Learning Objectives*** ***Draft 1.5.19***

***Sponsored by Mile-High and Plains to Peaks RETACs***

***Tuesday, March 26, 2019- Pre-Conference***

8:35 – 10:00

***Understanding Payers and the WHY it is  
Important to Your Ambulance Service  
Reimbursement***

**Asbel Montes, BS-BM**

*Acadian Ambulance Service*

*VP of Government Relations and Revenue Cycle*

**Course Description:** This session will explore the nuances around payers and ambulance reimbursement. The speaker will also discuss the difference between

self-funded plans and major medical plans and the laws governing how they reimburse and why. The attendee will leave this session with information and resources to develop an action plan within their own organization to address payer nuances, how to set up your billing systems in preparation of data collection and strategies to address the complexities around different plans.

**Learning Objectives:** Understanding Payers and the WHY it is important to your ambulance service reimbursement

12:30 – 2:30

### ***EMS Financial Management: How to Start, How to Thrive***

**Maggie Adams, BBA**

*President, EMS Financial Services, Inc.*

#### **Course Description:**

Get the info you need to create accounts and thrive in the tumultuous world of ambulance financial management. We will discuss the setup of a successful working chart of accounts with focus on how to handle payers like Medicare, Medicaid, managed care plans, TriCare, facilities and patients. The approach to write-off of contractual allowances will be discussed. We will also review the essential elements of the revenue cycle from reconciliation of trip reports through the billing process to the back end of accounts receivable management. The importance of billing reports as a tool to monitor financial performance and how to measure KPI's will be included in the program. Finally, the presentation will enable ambulance organizations to better prepare for the upcoming challenge of CMS cost reporting (cost reporting to be discussed in-depth in the September EMS Financial Forum).

This event will be presented by two of the nation's most knowledgeable EMS financial management and billing experts. Asbel Montes, the Vice President of Governmental Relations & Reimbursement at Acadian Ambulance Service and the Chairman of the Payment Reform Committee of the American Ambulance Association along with Maggie Adams, the President of EMS Financial Services, Inc., a long-time ambulance billing consultant.

2:45 – 4:15

### ***“You’re Willing to Pay for That?” – New Payer Perspectives on “EMS” Payments***

**Matt Zavadsky MS-HSA, NREMT**

*MedStar Mobile Healthcare,*

*Chief Strategic Integration Officer, NAEMT President*

#### **Course Description:**

Who will be paying for your services tomorrow? How will they be paying? What will they be paying for? Tomorrow is here, today. Payers are testing new

economic models for “EMS” services, both traditional and EMS 3.0 Transformation services. Matt has been on the bleeding edge of developing and implementing new payment models and will provide detailed information on the new models that have been implemented, and what tools you need to prepare for the changes that are coming to you!

**Learning Objectives:**

- Understand the latest transformations of healthcare payment models
- Learn how these models are now being applied to EMS agencies
- Learn the business acumen and value metrics payers are expecting
- Learn methods for calculating how to assure new economic models are mutually beneficial

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**Wednesday, March 27, 2019**

8:15 - 9:00

#### **Operations Consideration to Improve and Ensure Crews & Patient Safety**

**A J Heightman, MPA, EMT-P**  
*Editor-in-Chief, Journal of Emergency Medical Services (JEMS)*

#### **Course Description:**

This lecture will take a look at key areas that field personnel and their supervisor and managers should pay close attention to ensure the safety and protection of their crews and patients. A J Heightman will focus on threats to safety and security that exist today, including: Vehicle and patient transport hazards; On scene security and defensive posturing; Heightened situational awareness made necessary in the face of increasing violence against public safety and emergency responders; Hazards presented by Opioid overdoses and chemical suicides; and

Increasing mental health issues caused by drugs, PTSD and traumatic brain injuries. A J will discuss action plans and programs that attendees should consider improving the awareness, training and response approaches used by crews.

**Learning Objectives:**

- Understand current threats to safety and security for crews
- Understand on scene security and defensive posturing
- Understand hazards presented by Opioid overdoses and chemical suicides

9:00 – 10:00

***One Purpose Fifty-Eight Reasons***

**D. Troy Tuke, RN, NREMT-P**  
*Assistant Fire Chief,  
EMS Clark County Fire Department*

**Course Description:**

Overview of Route 91 Shooting on October 1, 2017

**Learning Objectives:**

- Discuss lessons learned during mitigation of this incident

10:30 - 12:30

***Preparedness for and Response to Urban Mass Casualty Incidents, Based on the Israeli Experience***

**Colonel (Res.) Professor Isaac Ashkenazi MD, MSc, MPA, MNS**

*Former Director of the Urban Terrorism Preparedness Project at the NPLI Harvard University; an Adjunct Professor of Disaster Management at UGA; a Professor of Disaster Medicine at Ben-Gurion University in Israel; Founder of NIRES Center at the College of Law and Business; Commander at Mobile Med One Foundation; Advisory Board of Israel homeland Security; Consultant to Harvard University, Centers for Disease Control and Prevention, the U.S. Department of Health and Human Services, the U.S. Department of homeland Security, FEMA, the White House, the World Bank, Rio Olympic Games, the Brazilian Ministry of Defense, India NDMA, SAMUR – Proteccion Civil, China Ministry of Health and other National and International Agencies; Served as Surgeon General for the IDF Home Front Command*

**Course Description:**

The lecture will share the lessons learned from preparations and responses to MCI from Israel, in the last 40 years. Professor Ashkenazi will demonstrate examples of how Israeli services dealing with challenges to improve patient safety. Professor will demonstrate how the Israeli emergency agencies are heavily relying on active bystanders, who are present at the scene of the emergency event. The national culture of active bystanders provide an important layer in Israeli preparedness and response which increasing national resiliency and patient safety.

**Learning Objectives:** Explanation of preparation pillars and layers practiced in Israel. Explanation on response practice.

1:15 - 2:30

***Implementing NFPA 3000: How to Prepare Your Community and Agency to Better Respond to Active Shooter and Hostile Events***

**Ofer Lichtman**  
*Founder High Threat Innovations*

**Course Description:**

The “how to” prepare both your agency and community to be more resilient and efficiently capable of responding to an active shooter or hostile event. In this presentation we will explore a proven best practice model that takes a whole community approach to building Resiliency. We will examine the before, during and after components of building a program for your community as well as tour responders. We will focus on proven techniques and examples that the end users will be able to implement in their own agencies or community.

This presentation includes an overview of the NFPA 3000 guideline and gives best practice examples of the coordinated response aspect as well community engagement and providing trauma care as bystanders.

**Learning Objectives:**

- Explore a proven best practice model that takes a whole community approach to building Resiliency.
- Provide proven techniques that the end users will be able to implement in their own agencies and communities.
- NFPA 3000 Guidelines for a coordinated response.

2:45 – 4:00

## ***Novel Wounding Patterns at Hostile Mass Violence Events, and EMS Best Practice Response***

**Dr. Mike Clumpner, PhD, MBA, NRP**  
*President and CEO,  
Threat Suppression Incorporated*

### **Course Description:**

In this presentation, attendees will learn about the wounding patterns seen in civilian, mass-casualty, hostile events. The presenter will discuss wounding patterns associated with active shooter events, vehicle-as-a-weapon events, mass stabbing events, and fire-as-a-weapon. Published research shows that the wounding patterns in these events differ from the wounding patterns seen with similar weapons, but in non-mass casualty events. Much of the published data on hostile mass-casualty events focuses on combat research. Recently published data indicates a significant difference in civilian, hostile mass-casualty event wounding compared to combat wounding patterns. Last, the presenter will also discuss multiple prehospital treatment best practices as hostile mass casualty events.

### **Learning Objectives:**

1. Describe wounding patterns seen in active shooter events.
2. Describe wounding patterns seen in vehicle-as-a-weapon attacks, and how these differ from standard vehicle vs. pedestrian accidents.
3. Describe wounding patterns seen in fire-as-a-weapon events, and how the fear of smoke or fire is often used to draw victims in a ballistic threat area.
4. Describe EMS evidence-based best practice treatment and transport options for penetrating trauma and mass violence events

4:00 – 5:15

## ***Anticipating the Unthinkable***

**Carly Posey**  
*Mission Director  
The "I Love U Guys" Foundation*

### **Course Description:**

Carly tells her story of no one being prepared for what happened inside Sandy Hook Elementary School on December 14, 2012. She shares what went wrong and right on that day and the days and years to follow. She shares her perspective on the events and how a school community can be proactive and be prepared for the unthinkable. Carly gives real solutions on school safety and recovery in the aftermath. She has spoken to thousands of school community members and is honored to have a part in improving school safety.

**Learning Objectives:**

- The importance of relationships
- A Plan for reunification and recovery
- The importance of drilling for real and including all first responders
- Mental injuries need just as much attention as physical injuries
- The power of a locked classroom door



**Thursday, March 28, 2019**

8:00 – 8:45

**Changing the EMS Culture: Managing Risk in EMS**

**Jeffrey White, MS, MTSP-C, FP-C**

*Director of Safety- HealthNet Aeromedical Services, Inc.*

**Course Description:**

This class will discuss the utilization of the National Strategy for an EMS Safety Culture to implement risk, threat and error mitigation techniques to improve provider and patient outcomes. We will discuss changing culture, human behavior and habit, as well as, show data proving these strategies can promote a safe work environment.

**Learning Objectives:**

- Gain an understanding of how the industry has changed
- Gain an understand of the National Strategy for EMS Safety Culture
- Understand the risk assessment process and why it is important
- Gain an understanding of safety expectations of the industry

8:45 – 9:30

**Training for Quality Improvement and Safety:  
The NAEMSP Quality and Safety Course**

**Michael Redlener, MD, FAEMS**

*St. Luke's and Mount Sinai West*

*Assistant Professor, Emergency Medicine*

*Medical Director for EMS and Disaster Preparedness*

*Chair, National Association for EMS Physicians (NAEMSP)*

*Quality and Safety Committee*

**Scott Bourn, PhD, RN, FACHE**

*VP Clinical & Quality & Impact, ESO Solutions*

**Course Description:**

NAEMSP launched the Quality and Safety Course at the 2018 NAEMSP annual conference in San Diego to address a perceived gap in EMS leadership training with regard to quality improvement. Geared toward EMS managers/quality improvement specialists and medical directors, the course uses a multi-faceted approach to engage learners in a hands-on approach to quality improvement in their agency or region.

- An introductory session
- Monthly synchronous learning sessions
- Associated learning with the Institute for Healthcare Improvement

- Monthly reading and response

Capstone project development with mentorship from course faculty  
As the tools of quality improvement become more robust, EMS leaders must be prepared to engage quality and safety at the most sophisticated level to assure highly effective and safe care. We will propose future ideas and growth opportunities for this course.

**Learning Objectives:**

- Describe origins and aims of NAEMSP Quality and Safety Course
- Identify the role of quality improvement programs in EMS agencies
- Discuss use of multimodal strategies to build quality improvement skills for participants
- Review opportunities for collaboration and growth with audience

10:30 – 11:30

***Lightning and You- How Safe Are You?***

**Barb Stemple, Survivor**  
**Sheryl Olson, EMS Flight Nurse**  
**Larry Moore, Retired ER Physician**  
**Steven Clark, Meteorologist**  
**Carl Swanson III, LDC Project Manager**

**Course Description:** Mr. Clark will briefly discuss lightning formation, lightning safety and lightning statistics for the United States. Cheryl Olson will present a discussion regarding lightning safety tips specifically for First Responders, show how to tell if someone has been hit by lightning, and discuss field treatment of the lightning patient.

Mr. Swanson will present a brief introduction to the Colorado First Responders Project, an effort undertaken by the Lightning Data Center to collect lightning casualty data from first responders located mostly in the state of Colorado.

**Learning Objectives:**

- Understand how lightning forms and how strikes get transmitted from one person to another
- View some lightning strikes statistics for the U.S.
- Understand how to keep yourself safe during lightning strikes
- Field treatment for the lightning patient

11:30 – 11:45

***Benefitting Our Patients by Using Mobile  
Broadband Communication: FirstNet is Here!***

**Brent Williams, Paramedic**

*Senior EMS Advisor, First Responder Network Authority (FirstNet)*

**Course Description:**

Brent Williams will present an overview of public safety broadband and the FirstNet network, dedicated to public safety. He will show how this means of communication is very different from the voice only systems we've had until now. He will then focus on use case examples showing how FirstNet can benefit patients through enhanced evaluation, diagnosis and treatment. Real world examples are used, along with currently available equipment.

**Learning Objectives:**

- Learn the difference between voice and full broadband communication.
- Understand how broadband communication can be used to benefit the patient and allow for far more advanced treatment in the field, often without transport to a hospital.
- Learn about new hardware and apps that take full advantage of broadband communication and are available today for patient care.

12:30 – 2:00

***Essential Provider Skills and Behavioral Health  
Issues Facing First Responders and How to  
Become Resilient While Keeping Patients Safe***

**David Wiklanski, MA, FF/EMT (I)**

*Firefighter/EMT, New Brunswick Fire Department*

**Rhonda Kelly**

*Responder Strong,*

**Daniel Crampton, PsyD, Paramedic**

*Chief Operating Officer, Status: Code 4, Inc. (SC4i)*

**Lynn Garst**

*Colorado Department of Public Health and Environment,*

*Office of Emergency Preparedness*

**Bryan Fass, ATC, LAT, CSCS, EMT-P (Ret)**

*Fit Responder Founder & President*

**Course Description:**

**Essential Provider Skills as taught by Daniel Tiger's Neighborhood**

Presentation Description: This interactive, humorous, and informative presentation discusses the lessons learned from PBS's Daniel Tiger's Neighborhood (a cartoon adaptation of Mister Roger's Neighborhood) on social and emotional development. Through the use of video examples and songs, these essential provider skills will be analyzed and applied to Fire and EMS Services.

A panel discussion on the behavioral health issues facing EMS today. A discussion on patient safety for adults and children.

**Learning Objectives:**

1. Participants will understand teamwork, communications, compassion and other essential skills
2. Participants will learn ways to apply affective domain to their daily interactions with the public and colleagues.
3. Participants will be able to identify affective domain skills essential for their careers.
4. Participants will have fun!

2:00 – 2:45

***Time Outs and Ground EMS: Managing Fatigue in an Unpredictable Environment***

**Justin Koper, MS, GSP, MTSP-C, FP-C**  
*HealthNet Aeromedical Services, Safety Officer*

**Course Description:**

Fatigue is commonly identified as a proximate cause in ground EMS related incidents. However, institutional understanding of fatigue and management strategies varies widely across our industry. This lecture highlights one organization's efforts to obtain sound operational data and the process used to implement proactive fatigue management policies based on that data.

**Learning Objectives:**

- At the conclusion of this presentation the attendee will be able to:
  - Identify CAMTS requirements regarding fatigue management
  - Discuss the effect of modifying work schedules on shift to shift fatigue
  - Identify methods used to obtain data regarding time spent on transports
  - Analyze data so that meaningful conclusions can be inferred
  - Formulate changes that can be implemented based on your conclusions and data
  - Recognize the importance of obtaining both subjective and objective data during pre-implementation and post-implementation phases
  - Identify how this process includes all four of the Safety Management System (SMS) pillars

3:15 – 4:00

## ***Are you Hiring Your Next Injury? Physical Abilities Testing for EMS Providers***

**Bryan Fass**

### **Course Description:**

EMS & fire rescue personnel are 4 times more likely to sustain a career ending injury than labor employees. Yet for years services have struggled with designing and validating Physical Abilities Tests (PAT) that meet the rigorous standards necessary to hire and maintain fit for duty employees.

During this class we will dissect test design, differentiate a PAT from fitness testing, learn how to design out bias, identify the issues with 'borrowing tests' and making your PAT defensible.

### **Learning Objectives:**

1. Identify the difference between a job task simulation and a physical fitness test.
2. Identify the types of bias and how to engineer them out of the PAT.
3. Learn why validity is just as important as test design.
4. Understand what other tools need to be in place to further insulate your service from litigation.

4:00 – 5:00

## ***Violence and the Use of Force in Medicine, Is it Really an Issue?***

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

**Course Description:** This presentation brings light to the magnitude of assaults that are happening in the healthcare field. We talk about how to change the culture, what is considered reasonable in the use of force, and how we need to learn how to differentiate patient or attacker.

### **Learning Objectives:**

- Assaults in healthcare are not “part of the job”
- There is a difference between a patient and an attacker
- In order to break the cycle of assaults we need to start reporting these crimes to our supervisors and law enforcement.
- In order to “win” in self-defense, we need to win in 4 areas “Mind, Street, Media, and courts.

5:00 – 5:30

## ***EMS Provider Safety in A Crowd***

**Peter I. Dworsky, MPH, EMT-P, CEM**

*President Outcome Solutions*

*President International Association of EMS Chiefs*

### **Course Description:**

What makes a large-scale event large scale? The attendees. Regardless of the reasons, the crowd attitude can change without warning and become a safety hazard for responders. We will discuss the hazards associated with large crowd events and methods for protecting responders when things go wrong.

### **Learning Objectives:**

- Develop accurate behavioral assumptions about groups, crowds and mobs.
- Increase awareness of threats and vulnerabilities.
- Better protect personnel and assets.

## **Friday, March 29, 2019**

8:00 – 8:30

### ***Update on the NEMSMA Health and Safety Officer Credentials***

**Peter I. Dworsky**

#### **Course Description:**

This course will outline the goals and objectives of developing a credential for a Health and Safety Officer.

#### **Learning Objectives:**

Following completion of the session, attendees will be able to:

- Understand the process of developing competencies for this role
- Understand the importance of creating this role
- Understand the process to obtain this exam and credential

8:30 – 9:30

### ***Who Ya Gonna Call? Legal Requirements for Safety Officers Compliance***

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

#### **Course Description:**

One of the more tangled aspects of EMS safety for agencies involves reporting requirements when bad things happen. Who do we need to notify, when do we notify them, and how do we accomplish these notifications, on both the state and federal levels, are critical tasks for the safety officer and the organization. Other requirements involve federal and state regulations governing employment and related issues. This lecture will look at legal requirements for Safety Officers involving both reporting and mandatory action for agencies.

#### **Learning Objectives:**

- 1) Develop an understanding of federal safety agencies and relevant regulations for safety compliance notifications.
- 2) Develop an understanding of state safety agencies and relevant regulations for safety compliance notifications.
- 3) Review critical elements of a post-incident action plan for critical tasks related to safety compliance notifications.

9:30 – 10:15

### ***Uncomfortable Truths About EMS Leadership***

**Michael W. Donner, BSBA**  
*Apex Paramedics, President and CEO*

**Course Description:**

This session will highlight several uncomfortable, yet important truths, mistakes and misconceptions about how we lead our organizations. The speaker will describe how traditional EMS paradigms can adversely affect the overall safety and performance of our companies and agencies.

**Learning Objectives:**

- Students will explore their “why” for being in EMS
- They will learn the “20 moving parts rule”, explore the hazards of paying too much attention to Unit Hour Utilization (UHU)
- Learn about the “20-minute problem solver”
- Discover what cell phones, work weeks and cruise ships tell you about your leadership style

10:30 – 11:15

***High Performance Ambulance Safety***

**Dave McGowen, ASHM**

**Course Description:**

Ambulance service providers are recognizing the dangers associated with crashes that involve vehicles in their fleet. Statistics are painting a very dangerous trend while operating ambulances. Ambulance crashes account for 54% of the fatalities in EMS and the costs associated with them can cripple a business for years. How as ambulance providers can this trend be reversed and provide patients and staff with a safe environment? This presentation goes beyond the statistics and takes a close look at two risk factors of ambulance safety; human factors and ergonomics.

The close of the presentation will focus on the operational side of vehicle safety. It will assist the management team to make a self-assessment of their safety programs. This will also identify all aspects of safety and provide a comprehensive roadmap that will help mitigate risk within organization.

**Learning Objectives:**

1. Examine evidenced based research on ambulance crashes to heighten awareness on how unsafe driving an ambulance is.
2. Identify the hidden risk factors that contribute to the unsafe operation of an ambulance and the tactics to effect change.
3. Recognize the hazards of poor patient compartment design that contribute to injuries and fatalities.
4. Heighten the awareness of the risks associated with operating an ambulance in an emergent mode.



11:15 -12:00

## ***The Safe Transport of Children in Ambulances***

**Jason Kotas, NREMT, CPST**  
*The Children's Hospital Colorado*  
*Outreach and Education Manager*

### **Course Description:**

"The Safe Transport of Children in Ambulances" was designed to teach EMS personnel about selection and installation of ambulance-specific restraints and some types of conventional child restraints on the ambulance cot. General occupant protection principles and triage of where to place children inside of ambulances is also addressed in the training which combines lecture and case studies.

### **Learning Objectives:**

- Discuss ambulance transportation issues and considerations
- Examine crash dynamics: Making the case to rear-face (Ourselves and our Patients)
- Review child safety seats (CSS) basics
- Identify CSS's appropriate for ambulance use
- identify and discuss ambulance-specific child restraints
- Initiate proper installation of child restraints on the ambulance cot

12:45 -1:15

## ***Fire Fighter Medical Fitness for Duty – Is it Relevant to the EMS Profession?***

**Thomas Hales, MD, MPH**  
*Centers for Disease Control and Prevention (CDC),*  
*NIOSH, Medical Officer*

### **Course Description:**

This presentation will review the development and content of National Fire Protection Association (NFPA) 1582 –Standard on Comprehensive Occupational Medical Program for Fire Departments and discuss its relevance to the EMS profession.

### **Learning Objectives:**

- Historical development of the NFPA consensus guidelines regarding medical fitness for duty for firefighters
- Screening tests recommended to identify medical conditions associated with sudden incapacitation
- Medical conditions that should result in fire fighter work restriction (according to NFPA 1581)
- The relevance of these guidelines to the EMS profession

1:15 – 2:00

## ***EMS Safety Culture, “What Do You Mean I Should Measure it?”***

**Lee Varner, MSEMS, CPPS, EMT-P**  
*Patient Safety Director, EMS Services*  
*Center for Patient Safety*

### **Course Description:**

When it comes to provider and patient safety an organizations culture plays a foundational role as it often influences many behaviors. While culture has many definitions it's often comprised of the shared values, perceptions, attitudes and beliefs within the organization. An organization that has a poor safety culture can be at risk for patient and provider harm.

This session will discuss the importance of having a positive safety culture and share preliminary national data from the administration of the EMS Safety Culture Assessment by the Center for Patient Safety. The Assessment was developed in conjunction with the National Registry of EMTs and is designed specifically for EMS. The Assessment is used to measure to the strengths and opportunities of the organization.

### **Learning Objectives:**

- 1). Describe safety culture as it applies to EMS
- 2). Compare and distinguish the differences between a positive and a negative safety culture
- 3). List three areas of measurement that are part of the patient safety culture assessment

2:00 – 3:00

## ***Look How Far We've Come.....?***

**Matthew Streger**

### **Course Description:**

Over the past 40 years, the field of EMS has made some dramatic strides, especially in the quality of medical care we provide. But a deeper look at our industry shows that we have not made as much progress as we think. This lecture will look at some critical areas in EMS, such as workplace violence, patient movement, opioids, provider wellness, lights and sirens use, boundary issues, and harassment and see what progress we have made. To help illustrate these points, we will look through the lens of cinema using the masterpiece “Mother, Jugs, and Speed.”

### **Learning Objectives:**

- Understand what changes have occurred in EMS over the past 40 years

- Understand current challenges of EMS
- Understand what changes still need to be made in the future for EMS

3:15 - 4:00

### ***Safety Considerations at Active Shooter and Mass Casualty Events***

**A J Heightman**

#### **Course Description:**

This lecture will focus on the changing hazards, demands and operational aspects that EMS and fire service officials and incident commanders must consider and focus on to save the maximum number of patients and protect their personnel at fast-paced and hazardous multiple patient events. A J Heightman will address the modifications needed to MCI operational, triage, and transportation functions at volatile events, and address specific techniques for Command Post operations; vehicle staging and positioning; Triage while under fire; Use of, and protection of, citizen first responders; and Transportation and patient distribution.

#### **Learning Objectives:**

- Understand the changing hazards, demands, and operational aspects of EMS and fire service to protect the maximum number of patients and personnel
- Understand modifications needed for MCI operations, triage and transportations functions at volatile events
- Understand Command Post operations

4:00 – 4:30

### ***Angst Management: Loving The Best Job In the World***

**Thom Dick**

#### **Course Description:**

Some people don't stay long in EMS. Others manage to tolerate it for years.

But a select few seem to love it, leaving trails of fine caregivers behind them wherever they go. We can learn important lessons from them.

This brief presentation will aim to share what those providers have in common, and what we can all learn from them. It will discuss that most basic of all credentials – talent – and an array of inborn tools like humor, natural respect for people, and most importantly, humility.

**Learning Objectives:**

Finally, it will propose a dozen or so strategies that we can both derive from and offer to people having the worst days of their lives.



*Thank you for attending this year's Safety Summit  
See you Next Year!*