2ND ANNUAL
GA EMS DIRECTORS & LEADERSHIP CONFERENCE

Developing the Leader In You

March 14-16, 2016
Legacy Lodge at Lake Lanier
About the Conference

Whether you are an EMS Director, department manager, shift supervisor, or anyone with the responsibility of leading a team of people, the 2016 EMS Leadership and Management Conference is the place for you! This conference provides two valuable days of thought-provoking sessions along with the opportunity to network with other EMS professionals and industry leaders. You will hear from a group of multi-faceted lecturers and subject matter experts who will challenge you and provide you with tools to exponentially enhance your leadership expertise. Sessions provide an opportunity to:

- Enhance your leadership expertise professionally and personally
- Learn from renowned speakers and authors – experts in leadership
- Network with industry leaders to build relationships and learn best practices

Continuing Education Credits for EMS Personnel

Continuing education credits applied for from Georgia Office of EMS/Trauma.

Room Map
# 2016 AGENDA

## MONDAY - MARCH 14, 2016

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>11:00 AM - 4:00 PM</td>
<td>Registration Open</td>
</tr>
<tr>
<td>12:00 PM - 4:00 PM</td>
<td>Vendor Hall Set Up</td>
</tr>
<tr>
<td>12:00 PM</td>
<td>2016 Georgia EMS Leadership Conference Opening session</td>
</tr>
<tr>
<td></td>
<td>Welcome by Kimberly Littleton, GAEMS; Prayer and Pledge</td>
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<tr>
<td></td>
<td>Colors presented by the Hall County Fire &amp; Emergency Services Honor Guard</td>
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<tr>
<td>12:30 PM</td>
<td>Lessons Learned from Sandy Hook – Troy Anderson</td>
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<tr>
<td>1:15 PM</td>
<td>Break</td>
</tr>
<tr>
<td>1:30 PM</td>
<td>Reducing Risk in EMS – Bryan Fass, Fit Responder</td>
</tr>
<tr>
<td>3:15 PM</td>
<td>Break</td>
</tr>
<tr>
<td>3:30 PM</td>
<td>New Information &amp; Case Studies – Chris Kelly</td>
</tr>
<tr>
<td>4:00 PM</td>
<td>Vendor Hall Opens</td>
</tr>
<tr>
<td>4:30 PM</td>
<td>Leadership Traits for Success. Do you have them? – Derrick Moody</td>
</tr>
<tr>
<td>5:30 PM</td>
<td>Vendor Reception</td>
</tr>
</tbody>
</table>

## TUESDAY - MARCH 15, 2016

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
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<tbody>
<tr>
<td>7:00 AM - 9:00 AM</td>
<td>Registration Open</td>
</tr>
<tr>
<td>8:00 AM</td>
<td>Opening Session Day Two - Welcome</td>
</tr>
<tr>
<td></td>
<td>Introduction of Speaker - Courtney Terwilliger</td>
</tr>
<tr>
<td>8:30 AM</td>
<td>Opening Keynote: Green Beans and Ice Cream - Bill Sims</td>
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</tbody>
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## OPENING KEYNOTE - Tues., March 15, 2016

**Green Beans and Ice Cream**

**Presenter: Bill Sims**

At first glance, they don't sound like they go together. But this ground-breaking new book from author Bill Sims, Jr. will become your favorite recipe by the first paragraph. It will change forever the way you deal with your family, customers, coworkers, students, and yes, even your spouse!

Bill's approach to leadership, positive reinforcement and behavior change is thought provoking and inspiring on many levels. Bill will help you to define the qualities of great leadership and redefine how to achieve the results that you desire as a leader. You will be shocked and surprised by what you learn.
### TUESDAY - MARCH 15, 2016 (cont.)

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>10:30 AM</td>
<td>Break</td>
</tr>
<tr>
<td>10:45 AM</td>
<td><strong>Peer Support Program - Implementation and Sustainability - Troy Anderson</strong></td>
</tr>
<tr>
<td>11:45 AM</td>
<td><strong>Vendor Hall Stand Up Learning Sessions - CAE Healthcare, DataTech911, Intermedix</strong></td>
</tr>
<tr>
<td>12:30 PM</td>
<td><strong>Human Resources as Leadership: Coaching Skills to Develop a Strong Team - Lunch Learning with Dr. Todd Deal</strong></td>
</tr>
<tr>
<td>2:15 PM</td>
<td>Leading With Civility: Our world is full of people who live in extremes. Extreme lifestyles, extreme ideas, and extreme opinions cause a divide among people who have a need to cooperate and exist together - Dr. Todd Deal and Patrice Buckner Jackson</td>
</tr>
<tr>
<td>3:30 PM</td>
<td>Break</td>
</tr>
<tr>
<td>3:45 PM</td>
<td><strong>Who Moved My Cheese? - Patrice Buckner Jackson</strong></td>
</tr>
<tr>
<td>5:00 PM</td>
<td>Day Two Wrap Up and Adjournment</td>
</tr>
</tbody>
</table>
| 6:30 PM  | **BBQ COOKOUT (Held in Pavilion directly behind the Lodge)** provided by **2014 BBQ Pitmasters Grand Champions as seen on Destination America - Robby Royal & Raymond Poore of Rescue Smokers**  
Robby is the Director for Turner County EMS and a GAEMS Leadership Graduate. In 2012, Ray opened a restaurant in Ashburn, Ga., Rescue's Smokehouse Grill, on the same day Robby received his promotion to Director of EMS. Royal says that BBQ competitions have always been a stress release for him while working in EMS. |
| 8:30 PM  | **FOTO FUN AND KARAOKE! This is a memorable event you don’t want to miss.** See details below. |

### FOTO FUN & KARAOKE! - March 15 - 8:30 pm

Come make some amazing photo memories with your friends, colleagues, or someone you just met at the conference. But, beware...this is not your normal photo booth! We are offering you Foto Fun with green screen photos that transport you to another place with an exciting background of your choice. Add accessories and props to your appearance for photos that give you a unique memory of this year’s event. Also, show your star qualities on stage during our karaoke event. Whether you pick a current hit or an oldies song, it is sure to be entertaining and fun. Make sure you join us for fun, laughter, and great memories!

### WEDNESDAY, MARCH 16, 2016

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
</tr>
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<tbody>
<tr>
<td>8:00 AM</td>
<td>Opening Day Three and Welcome</td>
</tr>
<tr>
<td>8:15 AM</td>
<td><strong>FirstNet - National and State Perspectives - Brent Williams and Georgia Representative</strong></td>
</tr>
<tr>
<td>9:45AM</td>
<td>Vendor Break - Last chance to network with vendors!</td>
</tr>
<tr>
<td>10:15 AM</td>
<td><strong>Just Culture – Michael Ward</strong></td>
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<tr>
<td>11:45 AM</td>
<td>Break</td>
</tr>
<tr>
<td>12:00 PM</td>
<td><strong>The Crisis Within - Guillermo Fuentes</strong></td>
</tr>
<tr>
<td>1:15 PM</td>
<td><strong>GA EMS Wrap-Up</strong></td>
</tr>
<tr>
<td>1:30 PM</td>
<td><strong>Adjourn 2016 GA EMS Directors &amp; Leadership Conference</strong></td>
</tr>
</tbody>
</table>

**Speakers and/or topics may change without notice.**
Session Objectives

Monday, March 14, 2016

Lessons Learned from Sandy Hook
12:30 PM - Troy Anderson
• Managing the chaos and assisting First Responders during the acute phase of the crisis
• Organization of Critical Incident Stress Management Debriefings on several fronts
• Identification of options for long term support including professional counseling, resilience training, extended-stay Post Critical Incident Support and alternative interventions such as EMDR and meditation techniques

New Information & Case Studies
3:30 PM - Chris Kelly
• New and future issues on legal issues that affect EMS and ambulance providers
• new case law studies, pre pay and post pay tactics, the importance of medical necessity, what documentation the QIC is looking for and an overview of the Prior Authorization Program

Leadership Traits for Success. Do you have them?
4:30 PM - Derrick Moody
• The difference between skill and attitude. Which one is most important when it comes to Leadership?
• How to incorporate these traits in a toxic culture

Reducing Risk in EMS
1:30 PM - Bryan Fass
• Determine the primary risk and liability drivers in EMS
• Understand why current training methodologies fail
• Identify steps to create system of risk management

Tuesday, March 15, 2016

OPENING KEYNOTE - Tues., March 15, 2016
Opening: 8:00 AM
Keynote: 8:30-10:30 AM

Green Beans and Ice Cream
Presenter: Bill Sims
• How to get happy employees that deliver their best work on a consistent basis to create a culture of commitment in your organization
• How do you get more positive reinforcement in your management system
• Explores how Voluntary Extra Effort on behalf of Leaders stimulates the power of positive reinforcement and how this role-modelling should be the basis for your company culture

Peer Support Program - Implementation and Sustainability
10:45 AM - Troy Anderson
• The basic premise of peer support has existed in first responder organizations since the inception of the uniformed services. Agencies are beginning to have a richer appreciation of a more formalized approach based on policy creations, confidentiality, training and organized program management. This session will discuss funding, statistical data tracking, reporting, selection of supporters, boundaries, marketing and program sustainability.

Vendor Hall Stand Up Learning Sessions - 11:45 AM
CAE Healthcare
How to maximize your hands-on training using METiman
• How to use high-fidelity simulation for ACLS and hands-on, scenario-based training to better prepare EMTs and paramedics for common and uncommon clinical scenarios
• Using the CPR metrics on METiman for check-offs and skills validation
• Effective questions to ask during post-encounter debriefing

DataTech911
DataWatch911 – A real time workforce optimization analytics solution
• Review specific use cases supporting compliance, workforce, and operations management. For these use cases, he will discuss DataTech911’s solution capabilities addressing these real-time challenges.
Vendor Hall Stand Up Sessions - 11:45 AM (cont.)

Intermedix

*Why Did He Fall? Documentation for ICD-10 Success*
  - EMS revenue cycle management services: EMS billing industry - developing relationships to monitor and adapt to these changes, along with the resources to sustain them.

Human Resources as Leadership: Coaching Skills to Develop a Strong Team

12:30 PM - Dr. Todd Deal
  - Reframe the role of manager as coach
  - Understand the developmental aspects of leading and managing employees
  - Learn skills to begin a coaching-oriented practice of managing employees

Vendor Hall Stand Up Learning Sessions - 1:45 PM

Southeastern Emergency Equipment

*Pediatric dosing system - Pedi-Sleeve*
  - Presenting reliable dosing system for Pediatric patients.

Atrus, Inc.

*An AED doesn’t do anyone any good if no one knows where it is in the time of need*
  - The new AHA guidelines have recommended communities reach out to citizen volunteers to help in the early treatment of SCA, before the arrival of EMS.
  - The American Journal of Emergency Medicine supports dispatchers knowing the location of AEDs and advising people where to find them. https://tinyurl.com/j5lhd46; Application of AED in 2.6 minutes with help; 5.9 minutes without.

East Ga. State College

*The Value of Higher Education for Emergency Services Leadership*
  - Understanding of opportunities that higher education offers positive attributes and positively impacts the delivery of EMS & Fire Services to the citizens of Georgia

Leading With Civility: Our world is full of people who live in extremes. Extreme lifestyles, extreme ideas, and extreme opinions cause a divide among people who have a need to cooperate and exist together

2:15 PM - Dr. Todd Deal & Patrice Buckner Jackson
  - Explore definitions of civility
  - Understand the results of incivility in the workplace and in our world
  - Discover strategies to implement practices of civility in daily leadership

Who Moved My Cheese?

3:45 PM - Patrice Buckner Jackson
  - Understand that change is inevitable
  - Evaluate personal response to change and how personal responses affect the team
  - Develop effective strategies for responding to change

Wednesday, March 16, 2016

FirstNet - National and State Perspectives

8:15 AM - Brent Williams and Georgia Representative
  - This broadband network will fulfill a fundamental need of the public safety community by bringing 21st century tools to the organizations and individuals that respond to emergencies at the local, state, tribal and federal levels.
  - Information on a nationwide 700 MHz spectrum interoperability and communications challenges and help keep our communities and emergency responders safe

Just Culture

10:15 AM - Michael Ward
  - Learn how to focus on the issues and not the individuals
  - People make mistakes - organizations learn from them
  - Healthy organization don’t look for blame they look for solutions

The Crisis Within

12:00 PM - Guillermo Fuentes
  - What is really going on with responders
  - What are leaders to do
  - What should organizations do
Speaker Biographies

Sergeant Troy S. Anderson  
*Connecticut State Police, State Coordinator, STOPS Program*

SGT Anderson began his career in law enforcement more than 28 years ago with the U.S. Army Military Police and served in combat operations in the Middle East. He continued his work in law enforcement later in Correction and as a municipal police officer. SGT Anderson is a 22 year veteran with the Connecticut State Police and is the State Coordinator for the STOPS (State Troopers Offering Peer Support) Program. He manages several law enforcement behavioral health related programs including the department’s two CISM Teams, the peer support team, Military Support Program, Family Support and CIT. He is twice the recipient of two Connecticut State Police Lifesaving Medal, Meritorious Medal, Outstanding Achievement Medal, two Unit Citation Awards and the Connecticut Wartime Service Medal.

Dr. Todd Deal  
*Executive Director - Student Affairs, Georgia Southern University Office of Leadership and Community Engagement*

Dr. Todd Deal is the Executive Director of the Office of Leadership and Community Engagement at Georgia Southern University. A native of Statesboro, Dr. Deal received his Bachelor’s degree in Chemistry from Georgia Southern in 1986 and returned to the faculty in 1992 after earning his Ph.D. in Chemistry from The Ohio State University. Dr. Deal was named Georgia Southern Professor of the Year in 1994 and is a recipient of the Georgia Southern University Award for Excellence in Teaching (2003) and the Allen E. Paulson College of Science and Technology Awards for Excellence in Teaching (2003) and in Service (2006).

Prior to assuming his current position, Dr. Deal served as Professor of Chemistry and as Associate Dean of the Allen E. Paulson College of Science and Technology. In the Spring of 2008, he accepted the position of Director of the Office of Leadership and Community Engagement. Dr. Deal is deeply committed to the ideals of student leadership development and the value that it brings to students throughout their high school and college years and into their professional careers.

Bryan Fass, ATC, LAT, CSCS, EMT-P(ret)  
*President and Founder, Fit Responder*

Bryan Fass is a leading expert on public safety injury prevention and public safety fitness. As the president and founder of Fit Responder, he works nationally with departments, corporations, state and local governments to design and run scientifically valid injury prevention and wellness programs. He is frequently contacted for expert opinion and content contribution for all aspects of public safety fitness, ergonomics and wellness. Bryan authored the Fit Responder book used by departments and schools plus writes for numerous web and peer-reviewed journals including the National Strength & Conditioning Associations Tactical Strength & Conditioning journal, officer.com, ems1.com, firerescue1.com & JEMS. Bryan holds a bachelors’ degree in sports medicine with over 17 years of clinical practice, was a paramedic for over 8 years, and is certified as an Athletic Trainer (ATC, LAT), Strength Coach (CSCS). Fit Responder developed the nation’s first validated pre-hire Physical Abilities Test for EMS.

Guillermo Fuentes  
*Senior Consultant, Fitch & Associates, LLC*

Guillermo Fuentes has broad experience in the areas of communications, operations, deployment, and administration. He is a leading expert on the analysis, design, and management of EMS system status. For more than 16 years, he has held senior leadership positions in major EMS organizations throughout Canada.

Guillermo is an industry leader in the area of EMS deployment. Internationally known for his consultant work as well as presenting on the topic, he provides statistical and operational analysis, computer modeling, and the development of deployment plans for Fitch & Associates’ clients. He is a Senior Consultant for Fitch & Associates and serves as the Chief Administrative Officer for Niagara Regional Police Service.

Patrice Buckner Jackson  
*Dean of Students, Georgia Southern University*

Patrice Buckner Jackson is the Dean of Students at Georgia Southern University. She earned a Master of Arts degree in Counseling in the Spring of 2004 and is currently pursuing a Doctor of Education degree in Educational Leadership. She oversees student conduct, conflict and crisis management, and to coordinate activities, programs, and initiatives that promote total student development. In addition to this role, Patrice also served as an adjunct faculty member for East Georgia College teaching courses in psychology and student success.
G. Christopher Kelly
Chief Legal Officer, EMS Consultants

Chris is an attorney who focuses on the ambulance industry. He writes regularly for EMS World and sits on the magazine’s editorial advisory board. He has co-authored two books on HIPAA for EMS and ambulance services and has been an adjunct professor for Virginia College, teaching Legal Aspects of Healthcare Administration and Health Law and Ethics. Chris has represented many ambulance services in Medicare audits and formal investigations, State licensing issues, contracting issues, overpayment appeals and numerous other EMS related issues, winning several cases that have had major impact on ambulance reimbursement in the U.S. Chris represents clients in many states across the country and is a frequent contributor to various EMS publications and a frequent lecturer at State and National EMS meetings and conferences.

Derrick J. Moody, CCEMT-P/FP-C
Regional Business Development Manager, Air Life Georgia

Derrick Moody has been in EMS for 24 years. He worked in the Air Medical Field for 15 years as a Flight Paramedic and has vast knowledge and experience in Critical Care Transport, Leadership in EMS, and Air Medical fields. Derrick currently serves as EMS Director for Cherokee County, NC. Currently, Derrick is the Regional Business Development Manager for Air Life Georgia.

Bill Sims, Jr.

Leadership keynote speaker and author, Bill Sims, Jr., has developed behavior change systems for more than 1,000 companies worldwide. For more than 40 years, the Bill Sims Company has created behavior based recognition programs and positive reinforcement programs that have helped leaders of large and small firms to inspire better performance from employees and increase bottom line profits.

Bill’s book entitled Green Beans & Ice Cream has been inducted into the Executive Book Club at Disney, Boeing, and UPS. More than 1,000 firms have benefited from Bill’s leadership seminars.

Michael J. Ward, BS, MGA, MIFireE
Senior Consultant, Fitch & Associates

Michael Ward has four decades of fire-rescue experience, including a 25-year career with Fairfax County (VA) fire and rescue department. He is certified as a Hazardous Materials Technician, Fire Investigator II and Fire Inspector II. He is a state EMT instructor/coordination and National Registered EMT. He maintained an active paramedic certificate for 22 years. He also has served as a state fire instructor-trainer since 1985.

He spent 16 years at a large community college as an adjunct fire science faculty member before spending five years as the full-time program head. Following his retirement from the fire service, he served seven years as Assistant Professor of Emergency Medicine at a major university where he directed the Emergency Health Services (EHS) program that provided undergraduate and graduate degrees. Michael is the primary author of the NFPA/IAFC textbook Fire Officer: Principles and Practice by Jones and Bartlett, the third edition published in 2013. He is a founding US Branch member of the UK based Institution of Fire Engineers.

Brent Williams
FirstNet Senior EMS Advisor

Brent Williams is the FirstNet Senior EMS Advisor, responsible for outreach to the EMS community nationwide on behalf of FirstNet. Brent was formerly the Communications Consultant to the Michigan Dept of Health and Human Services, EMS and Trauma Division; and also served as a consultant to many local units of government in Michigan related to public safety radio communication issues. He has been a licensed paramedic in Michigan since the late 1970s and was a deputy Sheriff for some 11 years.
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ZOLL Medical

Vehicle Displays – Conference Center Entrance
Affordable Ambulance
Emergency Vehicle Sales
Peach State Ambulance, Inc.
Stryker EMS
Ten-8 Fire & Safety Equipment of Georgia
Triton ERV

Don’t forget to see the vehicle vendors outside the front entrance.
2016
Georgia Emergency Medical Services Awards Banquet

May 5, 2016
6:00 PM to 9:00 PM

Uniforms Encouraged or Business Attire

Location:
Georgia Public Safety Training Center
Conference Bays
1000 Indian Springs Drive
Forsyth, GA 31029
Interstate 75, Exit 188

We hope you will join us in honoring our State’s Best in EMS!

Watch your email and www.georgiaems.net for more details and to rsvp when available.

Save the date and plan to join us!