

### Day 1

<b>0700 – 0800</b>	<b>Registration / Continental Breakfast</b>	
0800 – 0830	<b>Opening Introduction/Ice Breaker</b>	All
0830 – 0930	<b>The Supervisor’s Journey</b>  An overview of supervisory responsibilities and what it means to become accountable and to teach accountability. This session will focus on the commandments of confrontation and the step-process for resolving performance barriers.	Jay Fitch
<b>0930 – 0945</b>	<b>Break</b>	
0945 – 1045	<b>Supervisor: Making the Switch</b>  This session will involve time line (20 minute issue – the patient – versus the NEW timeline of a supervisor (day, week, month, longer) with student's providing examples from their service(s). The participants will learn the role they will play (whether still on an ambulance, in the office, etc.) and which role to which person (internal, external). Students will learn importance of “planning” and “leading” over “acting”.	Anthony Minge
1045 – 1145	<b>Case Study 1</b>  Real world scenarios discussion with detailed discussion on supervision, planning, implementation, how to handle problems, etc. Groups will work together to discuss how to resolve issues involving pre-planning, logistics, execution, problem solving. All from a supervisory level.	All
<b>1145 – 1245</b>	<b>Boxed Lunch</b>	
1245 – 1345	<b>Strategies for Supervisors: Where the Heck Did My Day Go? Time Management</b>  Time management is one of the most difficult tasks for any supervisor to master. This session will provide the participants with skills to better manage the myriad of tasks, duties, and people that suck time away from the day.	Jay Fitch
<b>1345 – 1400</b>	<b>Break</b>	
1400 – 1500	<b>Managing What You Measure</b>  Data is probably the most misunderstood piece in leadership. This session will help the participants understand the importance of good clean data and what you can (and maybe cannot) do with it when you get it. The session will review QI processes and provide an overview of new tools in the market for managing data	Joe Coons
1500 – 1545	<b>Case Study 2</b>  Group exercise to help participants develop skills on deciding what is important and prioritization.	All
1545 – 1600	<b>Wrap Up Questions &amp; Learnings</b>	All

### Day 2

<b>0730 – 0800</b>	<b>Continental Breakfast</b>	
0800 – 0815	Check-in & Questions	
0815 – 0915	<b>Service 1<sup>st</sup> / Customer Service</b> This session will discuss the Service 1 program and give positive tools that can help measure and promote good customer service. The participants will also learn about surveys at billing and their worth to the crews – getting feedback to them quickly. Servant leadership will be discussed in this section	Jay Fitch
0915 – 1015	<b>Just Culture: Just an Idea or Just in Time to Prevent a Big Mistake?</b> How do we handle mistakes? Do we encourage our staff to report errors in order to learn from them or do employees hide shortcomings and mistakes for fear of being punished? Organizational accountability that promotes a fair and just system helps improve patient safety, moral, and organizational culture. This session will discuss the Just Culture method of management.	Joe Coons
<b>1015 – 1030</b>	<b>Break</b>	
1030 – 1130	<b>Managing People &amp; Generations</b> This session will review the mosaic of generations that currently work in the EMS industry, explaining the differences and similarities of each. The participants will develop skills that will assist in supervising a multi-generational workforce.	Anthony Minge
1130 – 1200	<b>Case Study 3</b> Small group discussions and a presentation from one group with opportunity to challenge from others (how could it be handled differently?) This session will promote working as a group, stimulate discussion, and develop problem solving skills, and appreciation for new and different methodologies.	All
<b>1200 – 1300</b>	<b>Boxed Lunch</b>	

### Day 2

1300 – 1400	<b>Day to Day Supervision: What Matters Most</b>  Discuss the day to day contact with crews and importance of being in touch with the field. How to accomplish it and how to stay in touch. Will review the importance of positive feedback and how that can be done; Email, written notes, etc. How this translates to annual evaluations and how that should be developed with no surprises to crews. Students will learn about patient evaluations and how to get that info, good and bad, back to the crews. This session will also discuss employees who may be in trouble and how to handle (excessive sick, marital issues, problems in their life, etc.). And it will answer questions such as, “Are you a counselor or a supervisor?” Do you have/need a mentor? If not, why not? and Should you have a protégé?	Jay Fitch
1400 – 1500	<b>Dollars &amp; Sense and Sensible Documentation</b>  This session will discuss finance and why it’s important to supervisors and how to transmit that idea to the workforce. A brief overview of “personnel” budget and “operations” budget. Will help the supervisor better understand the financial aspects of an ambulance service. Accurate, complete, and objective documentation is critical to compliance. The second half of this session will review the dos and don’ts of compliant patient care reporting.	Anthony Minge
1500 – 1515	<b>Break</b>	
1515 – 1545	<b>Taking Leadership to the Next Level – Resources to Help You Continue the Learning Process</b>  Next level learning for the aspiring leader. We will discuss the ASM and CCM programs, as well as other resources that can be used. This will help the participants in their movement to the next level as they progress through their careers.	All
1545 – 1600	<b>Wrap Up Questions &amp; Learnings</b>	

## Faculty Biographies

### Joseph J. Fitch, PhD

Jay's emergency services experience began early as a volunteer firefighter. He became an EMT and graduated from the Missouri State Highway Patrol Law Enforcement Academy. Jay was among the first paramedics trained in the US at age 21. He was named EMS Director for the City of St. Louis at age 24 and subsequently directed the EMS program in Kansas City.

For more than 35 years, Jay and the team at Fitch & Associates have made a difference working with public safety and EMS systems. They have successfully accomplished projects in 49 of 50 US States, most Canadian provinces and 12 other countries. In addition to the consulting firm, the group now operates other businesses including MedServ Air Medical Transport, MedServ Patient Accounts, The EMS Group, and Aviation Solutions Group.

Jay is frequently involved in complex system design, organizational and operational issues. He holds a doctoral degree in Psychology. Jay has written extensively in the field and frequently speaks on leadership and innovation. He serves on several outside public safety and healthcare boards.

### Anthony Minge, EdD

Anthony is a partner with Fitch & Associates. He is the education chair for the Beyond the Streets, Ambulance Service Manager, and Communication Center Manager programs and is the co-chair for the Pinnacle EMS Conference. His responsibilities in addition to these engagements include consulting and training for compliance, EMS billing and collections, documentation, operations and leadership.

Anthony has been directly involved in the development and management of ground and air services for hospital based and stand-alone ambulance services for a number of years. His experience prior to coming to Fitch included serving as business operations manager and director of EMS billing operations. He served as both finance committee chair and faculty for transport conferences and guest lecturer for coding and medical documentation training programs, has spoken at dozens of national, state, and regional conferences and authored multiple articles on EMS related topics. He holds a Bachelor of Business Administration with a concentration in Marketing, an MBA in Strategic Leadership, and a Doctorate of Education in Organizational Leadership.

### Joe Coons

Joe is the Communications Center Manager for LifeFlight Eagle where he also oversees the safety systems in conjunction with their air operator, PHI Air Medical. He also leads the Safety Advisory Group, a multi-disciplined committee that works together to improve the safety of the program. Joe's role also includes hosting the LifeFlight Eagle Safety Symposium in Kansas City that brings air medical programs from all over the nation to share in safety presentations from industry experts.

Joe started his EMS career as an EMT in 1992 and gained his Paramedic license in 1996. He joined LifeFlight Eagle in 2005 as a Flight Paramedic, and became the Safety Coordinator in 2010. In 2013, Joe was named the Director of Safety for LifeFlight Eagle. He is trained in Human Factors, Fatigue, and Root Cause Analysis as well as helicopter operations. He was the recipient of the David Connolly Memorial Leadership Award for the Spring 2018 Communication Center Manager program.