



Virtual XI Fall 2020 – Session Descriptions

Keynote: Aftermath of a Crisis: Retooling, Rebranding and Resiliency – Detroit Fire’s Remarkable Comeback Story

Presenter: Sydney Puricelli, Former Deputy Commissioner, Detroit Fire

Discover how the City of Detroit transformed its struggling 150-year-old fire department into a lean, equipped, and integrated fire and EMS agency amid the largest municipal bankruptcy to date. Certified EMT and practicing attorney Sydney Puricelli is a former Deputy Fire Commissioner for the City of Detroit. She played a critical role in retooling this fractured EMS system and will describe how they did it – through strong and compassionate leadership and forging relationships with everyone in the agency. Learn how to retool, re-brand and enhance the resiliency of your EMS team during today’s crisis and in the years to come.

Leadership Challenges with a Remote EMS Workforce

Part 1: The Privacy and Security Challenges with Remote Staff

Presenters: Ryan Stark and Doug Wolfberg

Are your staff exercising good “security hygiene” at home? What about the remote devices, applications, and connections your staff are using? We’ll highlight best practices for safeguarding devices, identify the most secure ways to access data outside the office, and provide proven measures to reduce your chance of breaches. From Zoom calls to home faxes - learn the risks and best protections for working from home.

Part 2: HR and Pay Practice Pitfalls with Working at Home

Presenters: Christie Mellott and Steve Wirth

The home is now a new type of EMS workplace – or is it? Are workplace laws the same when working from home as they are at the office? This session explores the “hot issues” EMS agencies are dealing with - where work life and home life have become more blurred. We will contrast the key differences you must know to avoid violating the Fair Labor Standards Act, the Americans with Disabilities Act, OSHA and other labor and employment laws.

Managing Emerging EMS Technology Challenges

Part 1: Body-Worn Cameras – Needed Accountability and Safety in Today’s World

Presenters: Christie Mellott and Steve Wirth

Using body worn cameras (BWCs) is now easier than ever before. But should we use them? Today, EMS is faced with an ever-increasing risk of violence against our own, heightened public scrutiny, and demands for transparency from all public safety professionals. This interactive session will discuss the ethical and legal pros and cons to help you decide if BWCs are a good fit for your EMS agency. We’ll cover how best to use BWCs without impinging on HIPAA and other laws. We will also address proper data storage, secure sharing of BWC files, and whether BWC recordings should be part of the patient record. You will not want to miss this timely topic!

Part 2: Integrating EMS in Health Information Exchanges

Presenters: Ryan Stark and Chris Kelly

EMS agencies nationwide are integrating into Health Information Exchanges (HIE) and if you are not currently participating in an HIE– chances are you will soon. Imagine having access to your patients’ full medical history, medications, allergies, and end-of-life decisions before scene arrival? We’ll discuss how several EMS agencies successfully integrated into HIE, and how it dramatically improved patients’ outcomes and enhanced job satisfaction for EMS providers.

EMS Leadership in Times of Social Change

Part 1: Diversity, Inclusion and Social Responsibility in EMS

Presenters: Sydney Puricelli and Ryan Stark

COVID-19 is not the only powerful challenge we face today. The tragic death of George Floyd and others sparked massive upheaval and social unrest, spawning the Black Lives Matter (BLM) movement for change. EMS operates at the intersection of health care, public health, and public safety. In addition to our law enforcement partners, EMS agencies must rethink traditional practices in the workplace, and be more considerate, sensitive, transparent, and responsive to the needs of all constituents in the communities we serve. This thought-provoking session will provide practical solutions you can implement to effect change in your EMS agency.

Part 2: Apathy and Failure to Act – What Happened to Our Solemn Duty?

Presenters: Steve Wirth and Matt Konya

Society is currently focused on misconduct by law enforcement. But police officers are not the only first responders who may act improperly. How we as EMS practitioners treat our diverse patients and citizens says a lot about our values and our profession. EMS professionals simply cannot stand by when they observe troubling behavior of coworkers and other public safety professionals. Difficult, but necessary steps must be taken at times to prevent harm to others and reduce our risk of being complacent, complicit, or even civilly or criminally liable for our actions – or inaction. Discover 6 steps that EMS agencies can implement now to reduce the likelihood that apathy and bad behaviors will cause harm to others – especially the citizens we serve.

EMS and the Post-COVID World – Telehealth, Liability & More

Part 1: Spotting/Developing Business Opportunities with EMS Telehealth

Presenters: Doug Wolfberg and Chris Kelly

The Public Health Emergency has opened the door to telehealth and removed the barrier of the rural facility-based origination point, allowing for patients in any location to be “seen” in their homes. This expansion has been widely applauded

and viewed as a success, and therefore is unlikely to expire with the end of the PHE. This session will discuss what role EMS agencies can play in telehealth, the regulatory and technical challenges they may face, the relationships and agreements that they need to cultivate, and most importantly the financial incentives they have to do so.

Part 2: “Hey, I Think a Medic on C-Shift has COVID – Now What?”

Presenters: Ryan Stark and Steve Wirth

The COVID-19 pandemic has raised a host of issues about the sharing of positive COVID test results of a staff member with other health professionals as well as coworkers and others with whom that the “positive” staff member may come in contact. The key is to share information only to the extent the law allows, and there are disability and discrimination laws that must be considered as well. At the same time, it seems like just common sense to let other coworkers know when a staff member tests positive for COVID. This session will give you the rules on what you can share and how you can share it.

The XI Leadership Focus

Part 1: Disney Leadership – Lessons from the Mouse

Presenters: Dan Pedersen

The “Magic of Disney” is not that “magical” at all. Instead, much of the Disney enterprise is the result of careful, calculated steps, planning and preparation. Many of the animated classics we enjoyed as kids (and sometimes as adults) include motivational messages of leadership, inspiration, and progress. While we might not be able to help you create an empire quite as global as Disney, we can provide a leadership vision for the future based on these principles, while at the same time provide an entertaining look at principles you can use in your life that come from some of your favorite animated classics!

Part 2: Leadership Lessons from the 1970s – Insight for EMS Leaders from the Disco Decade

Presenters: Doug Wolfberg

Bell bottoms. Disco balls. Leadership inspiration. From the decade when “classic rock” was just called “rock,” this multimedia session will educate and inform as it entertains and inspires. Using the backdrop of key events during the 1970s, EMS leaders will see how the lessons of history can teach insightful lessons as our agencies experience turbulence and change.

Closing Keynote: The PWW Staff Look into the Crystal Ball

Presenters: Dan Pedersen and Ryan Stark

We have all experienced never-heard-of-before challenges in the healthcare system as we experienced that “100 Year Flood” in the form of a worldwide pandemic and National Health Emergency. Where we thought EMS was headed in January 2020 is not the same direction that we see it headed TODAY. Good news: America’s first responders are now recognized “front and center” and appreciated as essential workers and heroes of our communities. Innovation is finally moving to the front burner in the eyes of lawmakers. What will EMS and mobile health care look like next year, 5 years, and even 25 years from now? We will wipe away the fog on that crystal ball and take a glimpse into the future to help your EMS agency position itself to thrive in the post-COVID healthcare world.