

## Who Should Attend?

### Target Audience

This course is designed for EMS Agency Medical Directors, EMS Agency Directors, and EMS Quality Assurance Coordinators.

### Course Overview

In depth education of the roles and responsibilities for West Virginia Emergency Medical Services Agency Directors, Quality Assurance Coordinators and Medical Directors. The System Performance Improvement (PI) Plan and the definitions and certification requirements will be presented.

There is no charge to attend this course.

The Wheeling Area Continuing Medical Education Consortium designates this educational activity for a maximum of \_\_\_ hours of AMA PRA Category 1 Credit™. Physicians should only claim credit commensurate with the extent of their participation in the activity. (pending)

5.75 Continuing Education Hours will be given at the conclusion of the course [Course Number: 4015 from the WV Office of Emergency Medical Services (WV OEMS)]

## Faculty

Michael R. Mills, DO, FACEP

March Tucker, Director of EMS Programs

Beth A. Jackson, RN, BSN, CMC

David A. Kappel, MD, FACS

E. Phillips Polack, MD, MA, FACS

James M. Kyle, MD, FFAFP, FACSM

Region 1

William E. Walker, MD

Region 2

David E. Seidler, MD, FACEP

Region 3/4

Wayne B. Cayton, MD

Region 5

Johnathan G. Newman, MD, MMM, EMT-P, FACEP

Region 6/7

Charles D. Bess, MD, FFAFP

Region 8/9

Rex D. Lasure, MD, FACEP

Region 10/11

**Breakfast and Lunch will be provided for all attendees in the Atrium**

**To Register for this course please contact Lorri White at The Rural Emergency Trauma Institute by phone, email or fax with the following information: Name, Telephone Number, Email Address and affiliated EMS Agency**

Rural Emergency Trauma Institute  
2265 Market Street  
Wheeling, WV 26003  
Phone: 304-242-6644  
Fax: 304-242-8744  
Email: [lorri.white@wvreti.org](mailto:lorri.white@wvreti.org)

# System Leadership and Performance Improvement



West Virginia University  
Robert C. Byrd Health Sciences  
Center-Eastern Division  
Auditorium  
2500 Foundation Way  
Martinsburg, WV 25401

Sponsored by:  
West Virginia Office of Emergency  
Medical Services and the Rural  
Emergency Trauma Institute

## Objectives

### Leadership: Squad Directors

1. Define leadership
2. Differentiate leaders from managers
3. Differentiate between leadership and power
4. Summarize the four sets of influence tools that are significant and relevant to leaders
5. Differentiate the six principles that influence/persuade others
6. Combine and organize those behaviors necessary for ethical development of any intra and inter-organizational process
7. Compare the five ethical approaches that are relevant to leadership
8. Summarize the scope and the role of a medical director and the expectations for performance
9. Summarize the EMS system in West Virginia and define the role of the agency director and agency medical director within the system
10. Define the scope of authority of the agency direction and medical director
11. Compare offline and online medical direction
12. Explain responsibility of the agency within and for the EMS system
13. Define the education and competency responsibilities for the agency and medical director



## Agenda

### System Leadership

- |             |  |
|-------------|--|
| 09:00-09:15 | Registration   |
| 09:15-09:30 | Introduction   |
| 09:30-10:10 | Leadership   |
| 10:10-10:35 | Integration into the system—<br>Authority under the Rule/Legal/<br>Hierarchy |
| 10:35-11:05 | Break  |
| 11:05-11:30 | Online/Offline medical direction<br>defined                                  |
| 11:30-12:00 | Responsibility, Equipment policy,<br>and<br>Drug Information                 |
| 12:00-12:30 | Education, protocols skills<br>evaluation                                    |
| 12:30-01:10 | Lunch  |

### Performance Improvement

- |             |   |
|-------------|---|
| 01:10-01:40 | Required topics for review                            |
| 01:40-02:10 | Analysis: Mining for opportunities<br>for Improvement |
| 02:10-02:40 | Reporting: To Whom, When and<br>How                   |
| 02:40-03:00 | Break   |
| 03:00-03:30 | Action plans: Who, how and when                       |
| 03:30-04:00 | Loop closure: Did the plan work?                      |
| 04:00-04:30 | Documentation: Proof of process                       |



## Objectives

### Performance Improvement: Squad Medical Directors/Squad Directors

1. Define the question of mandatory categories to be reviewed in the PI process
2. Compare and contrast system versus patient care issues
3. Categorize agency concerns vs. EMS system issues vs. patient treatment reviews
4. Explain the process of analysis of topics primarily applicable to the agency
5. Describe the utility of the electronic patient care record for review of patient care concerns
6. Summarize the importance of system issues within the context of region(s) and the state
7. Define action plan(s)
8. Summarize an organizational framework for the agency for efficient and effective analysis
9. Define loop closure
10. Describe tracking loop closure for effectiveness of plan of action
11. Summarize the importance of documentation of the process and improvement
12. Review pertinent sections of legislative rule requiring and protecting the Performance Improvement process
13. Define the reporting process
14. Identify the chain of responsibility and authority for Performance Improvement within WV OEMS

