

Growing EMS in Steuben County



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*The*  
***PIT-CREW CONCEPT***  
***IMPROVING THE EMS  
PERFORMANCE PROCESS***

**CHARTING  
A NEW  
DIRECTION FOR  
EMERGENCY CARE**

**Saturday February 2, 2008**

**9:00 AM to 3:00 PM**

**Bath Country Club,  
330 May Street  
Bath, New York 14810**



Continuing Medical Education Credits:  
**University of Rochester Medical Center and  
STREMS Council**

The Pit-Crew Concept — Understand what changes can improve outcomes. Learn how this EMS strategy yields a 37% annual cardiac save rate.

**Quality and Performance** are the two words you want to use when asked what is most important to you. Learn effective and efficient ways of causing change and significant improvements. Motivating positive changes in EMS approaches to quality.

EMS Providers, Speak With One Voice. Promote the interests of EMS volunteers and the spirit of community/volunteer service. Establish a structure for youth involvement, provide a forum for local volunteer ambulance, and rescue squads.

## **SCHEDULE**

**9 AM EMERGENCY MEDICAL SERVICES  
AND THE PIT CREW CONCEPT**  
Helen Ortega

**NOON LUNCH**

**1 PM IMPROVING THE EMS PERFORMANCE PROCESSES**  
Mic Gunderson

**3 PM THE NEW YORK STATE VOLUNTEER AMBULANCE  
& RESCUE ASSOCIATION**  
Michael Mastrianni & Henry Ehrhardt

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**To REGISTER or for more information contact:**

**Arthur Jones,**  
Coordinator of Network Initiatives

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Bath, New York 14810  
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There will be a \$15, out of county registration fee to cover lunch.  
**THE SYMPOSIUM IS OPEN TO EVERYONE**

## SYMPOSIUM OVERVIEW

As part of the Rural Health Community Systems, Inc. strategic planning process the Emergency Medical Services providers, Emergency Physicians, and concerned community members told us that “Enhanced Quality” is the hinge upon which EMS medical care swings.

This great new symposium will bring together Emergency Medical Services Medical Directors and other interested physicians, Hospital QI Coordinators, Regional EMS Council Members, County Emergency Management Office Directors, 911 Center personnel, EMS Captains & Officers in charge of QI and EMS providers to promote collaboration, incorporate research, and showcase **the Pit-Crew EMS Performance Process.**



## 9 AM EMERGENCY MEDICAL SERVICES AND THE PIT CREW CONCEPT

**Helen Ortega**, Battalion Chief of Collier County EMS/FIRE Training Division

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## 1 PM IMPROVING THE EMS PERFORMANCE PROCESSES

**Mic Gunderson** an EMS veteran for over 30 years; Clinical, managerial national EMS organizations editorial boards & academia. President of IPS – a system assessment, design and consulting firm specializing in EMS management and performance improvement.

**Quality and Performance** are the two words most often used or referred to when people are asked what is most important to them about the services that EMS provides. It has happened in some areas around the country, that hospitals and Emergency Medical Services organizations are less then effective in reviewing and developing the quality and performance of their systems and processes. This provocative presentation will open your eyes on how many commonly used methods in EMS improvement are ineffective – and sometimes are actually counter-productive despite the best of intentions. More effective and efficient ways of catalyzing measurable improvements will be shown in hopes of stimulating positive changes in EMS approaches to quality and performance improvement.

## 3 PM THE NEW YORK STATE VOLUNTEER AMBULANCE & RESCUE ASSOCIATION

**Michael Mastrianni** Thirty-five years experience in EMS, both the volunteer and career sectors as a paramedic and administrator. President of the New York State Volunteer Ambulance and Rescue Association, Inc.

**Henry Ehrhardt** Ranking Member of the New York State Emergency Medical Services Council Vice President of the New York State Volunteer Ambulance and Rescue Association, Inc.

**The New York State Volunteer Ambulance & Rescue Association's** mission is to promote and assist the interests of the state's community volunteer and non-profit EMS sector. Membership includes Emergency Medical Service organizations and individual CFR's, EMT's, AEMT's rescue workers, specialists, nurses and firefighters affiliated with these services. It is an information resource for its members on legislation and regulations as well as other volunteer and nonprofit issues.