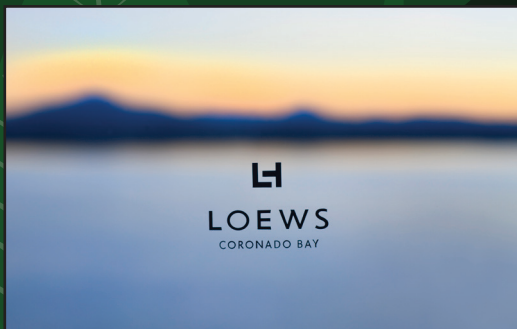
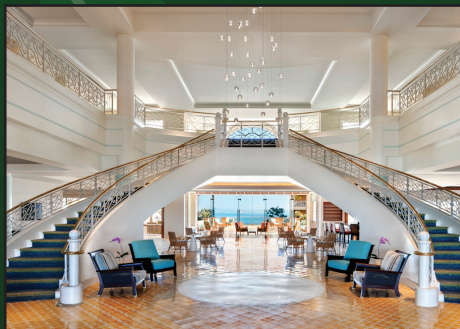


2024 Annual EMSAAC CONFERENCE

May 29 & 30, 2024

HO'OHANA

HAWAIIAN: DO MEANINGFUL WORK



Loews Coronado Hotel, San Diego

Pre-Conferences held concurrently on Tuesday, May 28, 2024

- EMS Investigations from 11:00 am - 4:00 pm
- Applied CQI from 11:00 am - 4:00 pm



Sponsored by: EMS Administrators' Association of California
Monitor the EMSAAC website for current information: www.EMSAAC.org





HO'OHANA: DO MEANINGFUL WORK

The EMS Administrators' Association of California (EMSAAC) cordially invites California's EMS leaders and professionals to join us for the EMSAAC Annual Conference 2024 at the Loews Coronado Resort on the Coronado Peninsula in San Diego. EMSAAC continues to lead the way in creating conferences that are meaningful and exciting to attend. This year's theme, HO'OHANA is a Hawaiian word for "Do Meaningful Work" embodies the concept that puts EMS professionals to work everyday to do the valuable life-saving work that we are called to do. The theme lays down the foundation for a broad variety of subject matter to interest all levels of prehospital care personnel and managers including ambulance providers, fire department personnel, military and law enforcement partners, LEMSA personnel, ED nurses, physicians, emergency preparedness coordinators and anyone who provides EMS to their community. The conference includes lectures, panel discussions and opportunities to network with current leaders and innovators in EMS as well as previews new and upcoming equipment, products and services.

In keeping with the theme and as a result of the devastating fires in Maui, EMSAAC will be collecting donations for Maui First Responders that will be distributed through a Maui foundation.

About EMSAAC

EMSAAC is composed of administrators from 34 Local EMS Agencies (LEMSAs). These county-designated agencies are responsible for planning, coordinating, implementing, monitoring, and evaluating a local, integrated system of emergency medical services. The LEMSAs partner with the California EMS Authority to carry out applicable regulations and guidelines statewide.

Continuing Education Credits

This conference has been planned and implemented to provide instructor-based continuing education for nurses and pre-hospital care professionals through the Orange County Emergency Medical Services Agency, a division of the Orange County Health Care Agency.

Provider is approved by the California Board of registered Nursing, BRN Provider #13945 for up to 11 contact hours. California EMS CE provided by the Orange County EMS Agency CEP#30-0001. Up to 11 hours of instructor-based CE will be issued to EMTs, paramedics and MICNs upon completion.



EMSAAC

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IN COLLABORATION WITH THE EMERGENCY MEDICAL DIRECTORS ASSOCIATION OF CALIFORNIA

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HO'OHANA

HAWAIIAN: DO MEANINGFUL WORK

EMSAAC

MAY 29 & MAY 30, 2024

PRE-CONFERENCES MAY 28

(SEE PAGE 7 FOR DETAILS)

LOEWS

CORONADO BAY

Make your hotel reservations today!

Loews Coronado Bay Resort
4000 Lowes Coronado Bay Road, Coronado, California 92118
Reservation Center: 800-815-6397 Hotel Direct: 619-424-4000
Online: <https://www.loewshotels.com/coronado-bay-resort/060324-emsaac-conference-2024>



The Resort

Centered between the Pacific Ocean and Coronado Bay, the resort epitomizes the true southern California lifestyle. Taking full advantage of the resort's waterfront location, the new redesign artfully combines San Diego's sun and surf with the casual charm of southern California. Relax by one of three pools, stroll down the pristine Silver Strand State Beach, pamper yourself at the Sea Spa, sailing or boating on the bay or just enjoy a glass of wine sitting at the outdoor fire feature watching the sunset. Other resort activities include three tennis courts, a full service marina, bike rentals and a fleet of gondolas. The ideal setting for families, the hotel has a children's pool and a kids club offering a range of activities, including scavenger hunts and magic tricks (surcharges). The Resort is a Four Diamond Award hotel and listed as one of the Top 10 Best Hotels in San Diego!



Rates & Reservations

Please make your own reservations and be sure to request the EMSAAC Conference reduced rate of \$179 per night plus taxes. This low rate includes:

- ✿ Just 15-20 minutes from San Diego Airport
- ✿ Complimentary guestroom internet access
- ✿ Complimentary use of fitness center
- ✿ 15% discount off spa services from Sea Spa
- ✿ No resort fees
- ✿ Reduced parking rate of \$15/day (Valet at \$30/day)

A block of rooms will be held until April 17, 2024. After this date, reservations will be accepted on a space and rate available basis only. This conference rate will be honored 3 days before and 3 days after the conference dates, excluding suite rates, and subject to availability. Check-in time: 4pm



Your Stay

Almost all of the 439 rooms have a water view, either bay or ocean views. The Amenities featured in guestrooms include air conditioning, minibars, and complimentary newspapers. Guestrooms have cable television with pay movies. Business-friendly amenities include multi-line phones, desks, and voice mail. Balconies are featured in all guestrooms. Bathrooms provide bathrobes and hair dryers.



Conference Program

DAY 1 - Wednesday, May 29, 2024

7:00 am

Registration and Visit Exhibitors

Continental Breakfast in Exhibit Hall

8:00 am - 8:10 am

Aloha and Good Morning “Kakahiaka”

Nick Clay, EMSAAC President

Director, Santa Barbara County EMS Agency

8:10 am - 8:15 am

State of the State

Elizabeth Basnett, Director

California EMS Authority

8:15 am - 9:15 am

KEYNOTE SPEAKER

Purposeful Inclusion: How EMS System Design Can Help Close the Health Equity Gap

Doug Wolfberg, Attorney

It's time for EMS systems to measure what matters. The decades-long focus on response times as a leading measure of system performance has consumed a disproportionate amount of time, energy and resources, for comparatively small clinical benefits. EMS systems need to sharpen their focus on measuring healthcare disparities and ensuring that EMS care is delivered equitably to all populations in an EOA or other EMS service area. In this session, national EMS attorney Doug Wolfberg will look at the opportunities to incorporate critical measures of health equity into EMS system design, and the legal, clinical and ethical underpinnings of this imperative.

9:15 am - 9:45 am

Break with Exhibitors

9:45 am - 10:30 am

Language Barriers in EMS

Dustin Ballard, MD

EMS Medical Director, Marin County EMS Agency

Language barriers lead to limited provider-patient communication. In the prehospital care setting, efficient and accurate communication promotes safety, rapid initial assessments, and appropriate decision-making for patient care. Effective communication increases trust between the patient and the provider and thus increased patient satisfaction and quality of care. Dr. Ballard will provide strategies and tools to improve effective EMS patient-provider communications

10:30 am - 11:30 pm

Autistic Patients and the First Responder

Paula Lafarge, RN, Los Angeles County Fire Department

As autism spectrum becomes more prevalent (an estimated 1 in 68 children), it is important that first responders are cognizant of this disorder to prevent breakdown in patient care, rapport and communication both with the individual and the caregivers. The speaker will review the features and symptoms of autism as well as provide practical advice for the prehospital care setting.

11:30 am - 12:15 pm

Changes, Challenges and Compliance in EMS Billing & Reimbursement

Donna Hankins, Chair, CAA Payor Committee

One of the most challenging problems in EMS today actually occurs behind the scenes — ambulance billing and reimbursement. Join Donna Hankins, an expert in ambulance billing laws and reimbursement, to obtain a better understanding of what happens after the call is completed. Learn what current reimbursement concerns face ambulance transportation including changes in balance billing and rate approvals.

12:15 pm - 1:15 pm

Lunch “Aini” / Visiting Exhibitors

1:15 pm - 2:45 pm

Islands of Research

Moderators:

Karl Sporer, MD, Alameda EMS Agency

Nichole Bosson, MD, LA EMS Agency

Organized by EMDAC, each year rave reviews are received for a panel of different researchers in the field of EMS who present data, trials or published papers keeping us abreast of the newest innovations and thinking backed by evidence-based foundations.

1) Blood on the Streets: The Seattle Whole Blood Experience

Catherine R. Counts, PhD, MHA

University of Washington and Seattle Fire

Dr. Counts will review the journey of Seattle Fire Department to implement a whole blood program. She will review the epidemiology of patients that have received whole blood and summarize ongoing analysis of the benefits to the trauma cohort using the Seattle Trauma Registry data.

2) EMS Response to Persons Experiencing Homelessness (PEH): Strategies for Squalor and Tactics for Tent Medicine

Tiffany Abramson, MD, Long Beach Fire Department

Stephen G. Sanko, MD, Los Angeles General Medical Center

In large and small cities alike, the economic fallout from the COVID-19 pandemic is exacerbating health inequities and increasing the number of patients experiencing homelessness. In the City of Los Angeles, PEH account for 0.5% of the population but 11% of EMS incidents and 15% of 911 transports. This lecture will describe the seminal work of two EMS Medical Directors working in ground zero of the homelessness crisis, and characterize both the number and nature of incidents, as well as the qualitative findings of interviews with EMS professionals and patients caught in the revolving door between the streets and the emergency department. Finally, the presenters will describe the results of a one-year collaboration with other community stakeholders to answer the question: What should radically patient-centered care for PEH look like?

3) Emerging Role of Artificial Intelligence in EMS

Jake Toy, MD

EMS Fellow, LA County EMS Agency

A growing body of literature exists describing the use of AI aimed to support dispatchers, EMS providers and ED-based

physicians. Dr. Toy will share his findings and applicability to the future of prehospital care.

2:45 pm - 3:15 pm
Break with Exhibitors

3:15 pm - 4:15 pm
Are We Family “Ohana”? Case Studies and Lessons Learned on EMS-Law Enforcement Relationships

Doug Wolfberg, Attorney

Recent cases where EMS practitioners and law enforcement personnel interacted and where bad outcome results have made headlines. In Illinois, two EMTs were charged with first degree murder after the positional asphyxia death of a patient. In Colorado, paramedics and law enforcement officers were charged with homicide after a patient died in custody following ketamine administration. Criminal charges and multiple employee terminations followed the death of an in-custody patient in Memphis. National EMS attorney Doug Wolfberg will use these and other cases to illustrate the imperative of inter-agency cooperation and, more importantly, inter-agency accountability between EMS and law enforcement.

4:15 pm - 4:30 pm
Day’s Wrap Up

5:00 pm - 6:30 pm
Luau: President’s Reception
Exhibit Hall (light hors d’oeuvres)

DAY 2 - Thursday, May 30, 2024

8:00 am
Visit Exhibitors

Continental Breakfast in Exhibit Hall

8:30 am - 9:00 am
Welcome “E Komo Mai” & EMS Leadership Award

Nick Clay, EMSAAC President
Director, Santa Barbara County EMS Agency
Jeff Fariss, Conference Chair
Director, Kern County EMS Agency

9:00 am - 10:00 am
KEYNOTE SPEAKER
The EMS Profession - Challenges of Recruitment and Retention

Ashish R. Panchal, MD, PhD
NREMT

Throughout the nation there are reports of EMS workforce challenges and the desperate need for trained and certified ambulance personnel to provide lifesaving care. With these universal struggles, do we understand these dynamic workforce changes, the fundamental causes, and how we can begin to improve? This national renowned speaker will provide insight based on his experience as the Research and Fellowship Director at the NREMT.

10:00 am - 10:45 am
Break with Exhibitors

10:45 am - 11:45 am
Advances in 911 Response to Behavior Health and Substance Abuse Emergencies

Erick H. Cheung, MD
UCLA Resnick Neuropsychiatric Hospital

Through his leadership on the LA County EMS Commission, Dr. Cheung led a multi-year committee process to evaluate responses to patients suffering mental health and substance abuse disorders. He will share critical decision points, the extent of multi-agency responses, data collection on availability or lack of services, and recommended possible interventions.

11:45 am - 1:00 pm
Lunch “Aini” / Final Visit with Exhibitor

1:00 pm - 2:00 pm
Preparing For & Staging Special Events

Michael Cabano,
Others from Bay Area

Special events require pre-planning and pre-staging to ensure adequate first aid and emergency medical services. The Bay Area has experienced such large events as a Super Bowl, large concerts and Asian-Pacific Economic Cooperation (APEC). Hear from EMS and disaster specialists on defining risk assessments, developing overall coordination and communication, and safety of personnel involved, while not compromising day-to-day resources and operations.

2:00 pm – 3:00 pm
Burn MCI: Are We Ready “Makaukau”?
Jill Sproul, MS, RN, Santa Clara Valley Medical Center

A burn expert will discuss some of the prior burn mass casualty incidents in California as well focus on the 2023 Maui fires. Although not directly involved with the Maui response, she will be relaying information from those involved. In addition, she will discuss priorities of care and lessons learned from prior events and burn resources.

3:00 pm – 3:15 pm

Stretch Break

3:15 pm – 4:15 pm

Hospital Evacuation Experience

Mara C. Bryant, MBA, White Memorial Hospital
Representative, Los Angeles City Fire Department
Isabel Sanchez, Los Angeles County EMS Agency

What happens when the lights go out at a hospital? Hear from hospital, fire department and EMS agency personnel about the challenges faced when critical patients had to be transferred out of a major medical center in Los Angeles due to a significant power outage. Speakers will recount their experiences during the incident as well as share the planning and coordination processes every hospital should have as part of their emergency preparedness plans and key lessons learned.

4:15 pm
Until We Meet Again “A Hui Hou”
Final Raffles & Wrap Up



Keynote Speakers



Doug Wolfberg, EMS Attorney – Doug Wolfberg is a founding partner of Page, Wolfberg & Wirth, and one of the best known EMS attorneys and consultants in the United States. Widely regarded as the nation’s leading EMS law firm, PWW represents private, public and non-profit EMS organizations, as well as billing companies, software manufacturers and others that serve the nation’s ambulance industry. Doug answered his first ambulance call in 1978 and has been involved in EMS ever since. Doug became an EMT at age 16, and worked as an EMS provider in numerous volunteer and paid systems over the decades. Doug also served as an EMS educator and instructor for many years.

Doug is a known as an engaging and humorous public speaker at EMS conferences throughout the United States. He is also a prolific author, having written books, articles and columns in many of the industry’s leading publications, and has been interviewed by national media outlets including National Public Radio and the Wall Street Journal on EMS issues. Doug is a Certified Ambulance Coder (CAC) and a founder of the National Academy of Ambulance Coding (NAAC). Doug also served as a Commissioner of the Commission on Accreditation of Ambulance Services (CAAS).



Ashish R. Panchel, MD, PhD – Ashish R. Panchal, MD, PhD is a Professor of Emergency Medicine at The Ohio State University Wexner Medical Center. Dr. Panchal is board certified in Emergency Medicine and Emergency Medical Services and is heavily involved in prehospital care as an EMS medical director and the Research and Fellowship Director for the National Registry of Emergency Medical Technicians. He serves as EMS Medical Director for Delaware County EMS and the Delaware County Dispatch Center as well as associate medical director for the Worthington Fire Department. Dr. Panchel is passionate about improving patient outcomes in the prehospital setting. His research focus areas include cardiac resuscitation, prehospital workforce and wellness.



Faculty

Tiffany Abramson, MD

Assistant Professor, EMS & Research
Department of Emergency Medicine
Los Angeles General Medical Center
Keck School of Medicine of USC
Medical Director, Long Beach FD
Long Beach, California

Elizabeth Basnett

Director
EMS Authority
Assistant Secretary, Cal HHS
Sacramento, California

Dustin Ballard, MD

Medical Director
Marin County EMS Agency
San Rafael, California

Nichole Bosson, MD, MPH, FAEMS

Medical Director
LA EMS Agency
Director, EMS Fellowship
Harbor-UCLA Medical Center
Santa Fe Springs, California

Mara C. Byrant, MBA

Operations Executive
Adventist Health White Memorial
Montebello, California

Michael Cabano

Assistant Director
Santa Clara County EMS Agency
MHOAC, Region 2
Fruitdale, California

Erick H. Cheung, MD, DFAPA

Chief Medical Officer
UCLA Resnick Neuropsychiatric Hospital
Los Angeles County EMS Commissioner
Los Angeles, California

Catherine R. Counts, PhD, MHA

Faculty, Department of Emergency Medicine
University of Washington
Research & QI Manager
Seattle Fire Medic One
Seattle, Washington

Nick Clay, EMSAAC President

EMS Director
Santa Barbara County EMS Agency
Santa Barbara, California

Aaron Doyle

Prehospital Care Coordinator
Contra Costa EMS Agency
Martinez, California

Jeff Fariss

EMS Director
Kern County EMS Agency
Bakersfield, California

Donna Hankins

American Ambulance
Chair, CAA Payer Issues Committee
Fresno, California

Benjamin Keizer, EMT-P

Prehospital Care Coordinator
Contra Costa EMS Agency
Martinez, California

Paula Lafarge, RN, MSN, MICN

Education Program Director
Los Angeles County Fire Department
Los Angeles, California

Kevin Mackey, MD, FAEMS

Medical Director
Sacramento Fire Department
Sacramento Airport Fire Department
Associate EMS Fellowship Director, UCD
Sacramento, California

Kris Mangano

EMS Coordinator
San Benito County EMS Agency
Hollister, California

Representative

Los Angeles City Fire Department
Los Angeles, California

Isabel Sanchez

Disaster Services Specialist
Los Angeles County EMS Agency
Santa Fe Springs, California

Stephen G. Sanko, MD, FAEMS, FACEP

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Los Angeles General Medical Center
Keck School of Medicine of USC
Los Angeles, California

Karl Sporer, MD

Medical Director
Napa County EMS Agency
San Leandro, California

Jill Sproul, MS, RN

Burn Care Specialist
Burn Care Nurse &
Former Burn Center Manager
Santa Clara Valley Medical Center
Santa Jose, California

Mike Taigman, MA, FAEMS

Assistant Professor, UCSF
Improvement Guide, First Watch
San Leandro, California

Jake Toy, DO, MS

EMS Fellow
Los Angeles County EMS Agency
Los Angeles, California

CONFERENCE REGISTRATION

May 29 & 30, 2024
On Coronado Island

All registrations are taken ONLINE only at [emsaac.org](https://www.emsaac.org)

Payments can be made by credit card, PayPal or through a PO or check. Confirmation and W-9 available on the website. Registration fees include all conference materials and food & beverage for breakfast and lunches.

CQI Pre-Conference (separate registration) May 28, 11: am – 4:00 pm Limited seating	\$150
Investigation Pre-Conference (separate registration) May 28, 11:00 am – 4:00 pm Limited seating	\$150
EARLY Conference Registration – if payment received before midnight (MN) April 30 NOTE: The first 50 paid registrations will be entered into a raffle for a special door prize.	\$450
Late or onsite Registratiton – received after MN April 30	\$525
Conference Bundle – one pre-conference and conference registration – expires MN April 30. After April 30, individual prices apply at no reduced cost (\$675 total).	\$550
Virtual Registration – Zoom platform	\$350



During the conference, EMSAAC will be accepting donations for the Maui First Responders to assist Firefighters, Lifeguards and Emergency Medical Technicians directly impacted by the Maui wildfires. Over 20 affected first responders have lost their homes to the fire. The Fund will partner with Maui agencies to distribute the funds to first responders.

Pre-Conferences May 28, 2024

11:00 am – 4:00 pm (light lunch included) Re-Engineering Your CQI Program

- Kevin Mackey MD, Sacramento Fire & UCD
- Mike Taigman, Assistant Professor, UCSF
- Kris Mangano, EMS Coordinator, San Benito County EMS Agency

Last year's CQI pre-conference was a major success with both newcomers and seasoned veterans learning improvement science that is useful in designing and implementing meaningful quality improvement projects. In 2024, we are reshaping the course to a more case-based format cementing the key elements of a meaningful, well-designed improvement project. Some attendees from last year will be invited to present lessons learned and successes of projects that were launched since last year's course. Pre-reading will again be required. Attending with two or more members of your QI team will be the most effective investment of your time. Come ready to learn and ready to have fun!

11:00 am – 4:00 pm (light lunch included) How to Conduct EMS Investigations

- Aaron Doyle, Prehospital Coordinator, Contra Costa EMS Agency
- Ben Keizer, Prehospital Coordinator, Contra Costa EMS Agency

There is no manual for when or how to conduct EMT disciplinary investigations. Whether you are from a Local EMS Agency or provider, this presentation will give an overview of the investigation process and the role of the provider, the LEMSA and even the EMS Authority if necessary. The presentation will cover how to: 1) conduct EMT and witness interviews, 2) gather information such as police reports, 3) prepare investigation reports, 4) process subsequent arrest notifications, and 5) report to the National Practitioner Data Bank and the Office of Inspector General. There will also be a discussion of when to move an investigation to a higher level and how to ensure the process can withstand scrutiny. All of this will be done using real examples of prior investigations as well as discussions of the attendees experiences.

Requires separate registration (see above)

Sponsors & Exhibitors

Many generous sponsors and exhibitors make the EMSAAC Conference possible. The conference is an outstanding opportunity to see the latest and greatest new EMS tools and applications as well as to meet the representatives and directly discuss material needs. The following is a list of sponsors and exhibitors to date; others will be joining this distinguished group:

