

## Overnight Accommodations

Accommodations can be made at the Omni William Penn Hotel by calling 1-800-THE-OMNI and identifying yourself as part of the group—AAP or Ambulance Association of Pennsylvania. The group rate is \$145.00 single or double occupancy per night. There is also a fee per night for parking: \$27 per day for valet and \$13.75 for self parking located across the street from the Omni. Please make your overnight reservation by Tuesday, September 21, 2010.

**Conference attire is business casual for all events.**

## Faculty

### Roy Cox

Dr. Roy Cox has served as an active EMT and Paramedic since 1974. His experience spans from EMS Educator, University Educator, CISM Operations Director, City Govt. Administrator, Mass Care Officer, HIPAA Officer, Infectious Disease Officer, Street Medic, Flight Medic, Federal Response Unit- PA1-DMAT Team Leader, Hazardous Material Gold Team Member, Region 13 HAZ MAT MEDICAL Response Unit member, American Red Cross Board of Directors Member, First Aid Instructor, CPR Instructor Trainer, State Evaluator, ITLS State Committee Member, and Mentor Instructor Trainer. Dr. Cox obtained his Associate in Emergency Medicine at Community College, Bachelors in Public Administration from Point Park University, Masters in Adult Education and HRD from Penn State University and his Doctorate in Adult Education and from Penn State University. His research is extensive in disaster management and mass care, He works at all major events within the City of Pittsburgh Planning and Coordinating High Impact Event Planning and Response, In addition, Dr. Cox is an expert in the many types mentoring that occur in the workplace and his goal is to promote a state wide mentoring standard to solve the recruitment and retention problems in Public Safety. Recently he received a National Recognition Award for Outstanding Service from NDMS-FEMA and the Practitioner of the Year Award from the regional EMSI organization, enjoys boating on the Chesapeake Bay and teaching

### Chris Dell

During his 22 years in EMS, Mr. Dell has had the opportunity to function in EMS at many levels. Mr. Dell has applied his experiences as a Paramedic to management of both large and small, for-profit and non-profit organizations. Mr. Dell is the Chief/Executive Director of Elizabeth Township area EMS, a CAAS Accredited organization. Mr. Dell is the Vice Chairman of The Allegheny County EMS Council, and serves on the Board of Directors of the EMS Institute.

### JR Henry

J.R. has more than 30 years of experience as an EMS provider, administrator and firefighter. During his career, Mr. Henry has become well known as an expert in the area of ambulance service operations, management and reimbursement related issues. J.R. currently serves as the Executive Director / Chief of Valley Ambulance Authority which serves 16 communities in the western suburbs of Pittsburgh. Starting in 1979, J.R. served as the Executive Director of the Ross/West View Emergency Medical Services Authority for more than 20 years. From May 2002 through July 2004, J.R. was the Managing Consultant for PWW Consulting Inc., located in Mechanicsburg, PA. J.R. founded a consulting firm in 1982 and has provided consulting services and seminars to hundreds of EMS and Fire Department organizations, hospitals and municipalities, across the nation. In addition to his administrative and consulting activities, Mr. Henry is a Paramedic and Vehicle Rescue Technician. J.R. is also a life member of the West View Volunteer Fire Department. He also holds membership in numerous local, state and national EMS organizations. J.R. Henry also currently serves as Mayor of the Borough of West View. Prior to his appointment as Mayor in 2006, J.R. served as an elected member of the Borough Council since 1988. J.R. also currently serves as President of the Pennsylvania Emergency Health Services Council and Board Member for the Emergency Medical Service Institute “EMSI” and the Allegheny County EMS Council.

## Registration/Payment and Cancellation Procedure(s):

### YOU MUST PRE-REGISTER.

- Please register by mail. Do not mail registrations after September 30, 2010. Faxed registrations will be accepted until October 10th.
- Payment must be received with your registration. For your convenience we accept Visa, Master Card, and American Express Credit cards for payments.
- Please make check payable to the Ambulance Association of Pennsylvania.
- Cancellations made prior to October 3, 2010 will be subject to a \$25.00 administrative fee. No refunds will be made for cancellations after October 3.

### Glenn Luedtke

Glenn Luedtke has over forty years experience as an EMS provider, administrator and educator. He is an Adjunct Assistant Professor of Emergency Medicine at the George Washington University School of Medicine in Washington, D.C., and served as Director of Sussex County EMS in Delaware and the Cape & Islands EMS System in Cape Cod, Massachusetts. Mr. Luedtke is a Nationally Registered Paramedic, and has served as a paramedic, EMS officer, and volunteer fire chief. He is a Founding Member of the National Association of Emergency Medical Technicians, and is chairman of their EMS Safety Course Development Committee. He has written articles for several Emergency Medical Services publications, and is currently co-authoring an EMT textbook. Mr. Luedtke is a Charter Member of the National Association of EMS Educators, and a past member of their Board of Directors. In September of 2009, he was selected by the Delaware State Ambulance Association as the first winner of the Stephanie Callaway Memorial Award for Excellence in Paramedicine. He is a frequent speaker at national, state and regional emergency medical services conferences throughout the country, and is a writer and presenter for a number of EMS video training series.

### Jill M. Moorehead

Jill Moorehead is a Lieutenant/Administrative Coordinator with Elizabeth Township Area EMS. As the Administrative Coordinator, Ms. Moorehead focuses on human resource matters such as interviewing, record management, documentation, workers compensation, benefits administration, policy development, and payroll. Having graduated from Slippery Rock University with a bachelor’s degree, she has experience working in a variety of healthcare settings including hospitals, nursing homes, and rehabilitation centers. Ms. Moorehead is certified as a Professional in Human Resources (PFR) from the HR Certification Institute. She is currently an active member of Pittsburgh Human Resources Association, and the Allegheny County EMS Council Critical Incident Stress Management Team.

### Jenifer A. Swab

Jenifer A. Swab is the Training Coordinator at Ross/West View EMS. She has over 30 years experience in public safety as a Paramedic, Rescue Technician and Firefighter. She is a member of the Pittsburgh critical Incident Stress Management Team and she is on their Board of Directors. She has extensive experience in teaching public safety programs to public safety providers as well as in the school systems and the community. She resides in the North Hills of Pittsburgh and with her husband and five children, including a twelve year old son and eight year old quadruplets.

**QUESTIONS??? Call (717) 789-9090 or (888) 262-9121  
or email Heather Sharar at [executivedirector@aa-pa.org](mailto:executivedirector@aa-pa.org).**



Ambulance  
Association  
of Pennsylvania



720 Montour Road  
Loysville, PA 17047

The Ambulance Association  
of Pennsylvania (AAP) Presents

**Pennsylvania’s 2010**

# Ambulance Leadership Conference

formerly known as the Managers Conference

**“Mentoring Tomorrow’s  
EMS Leaders Today”**

**October 13-15, 2010**

The Omni William Penn Hotel, 530 William Penn Place  
Pittsburgh, PA

- **Survival of the Fittest!**  
Potential ways to increase revenue and reduce system expenses
- **Creative Training Tips – Making Workforce Education Exciting**
- **Leading Multi-Generational Workforces**
- **Constructing the Supervisory Toolbox: Keys to Effective Supervision**
- **Confessions of a CQI Officer:**  
Documentation in Crayon and e-PCR, Going Back to the Future
- **Only the Lead Sled Dog Gets a Nice View**

Who are tomorrows EMS leaders? Will they be equipped to handle the challenges they will face in their day-to-day roles as managers? For many years, EMS was primarily volunteer-based; however, over the years volunteerism has declined. This industry has grown into a business with employees, payroll, taxes, and human resource needs like any other industry. You may have been mentored or you may have been promoted and needed to figure it out on your own. Either way, the next generation needs to be groomed. This is where we can help! If you have a staff member that you are mentoring to become a supervisor or if have new staff, crew members or shift supervisors then this program is for your organization. The Ambulance Association of Pennsylvania is committed to educating not only today’s leaders but also those dedicated staff members who will likely be the leaders of tomorrow by providing them with the tools they need.

This Program will be offered to both members and non-members.



Ambulance  
Association  
of Pennsylvania

# Program Schedule

We have applied for continuing education credits for each session.

# Registration

**Please photocopy if additional forms are needed. YOU MUST PRE-REGISTER.**

Prior to September 30, 2010, mail your registration and payment to:  
**Ambulance Association of Pennsylvania, 720 Montour Road, Loysville, PA 17047**

Do not mail registrations after September 30, 2010.

You may fax registrations until October 10, 2010 to: (717) 789-9091

Registration fee includes all lectures, handouts, refreshments, lunch on Thursday, and the vendor reception.

### Please Print Clearly

Organization: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City, State, & Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Attendee Names and Titles: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

### Registration Fees

#### Main Conference Fee

Member Rate: \_\_\_\_\_ (# attending) x \$249.00 per person = \_\_\_\_\_

#### Special Discount (Members Only):

For 2 or more registrations from the same organization

\_\_\_\_\_ (# attending) x \$235.00 per person = \_\_\_\_\_

Non-Member Rate: \_\_\_\_\_ (# attending) x \$349.00 per person = \_\_\_\_\_

#### Cost Saving Strategies (Wednesday morning only)

Member Rate: \_\_\_\_\_ (# attending) x \$50.00 per person = \_\_\_\_\_

Non-Member Rate: \_\_\_\_\_ (# attending) x \$75.00 per person = \_\_\_\_\_

Total Due \_\_\_\_\_

### Method of Payment:

Check enclosed (Payable to the Ambulance Association of Pennsylvania)

Check # \_\_\_\_\_

Credit Card Payment

Visa  Master Card  American Express

Card Number: \_\_\_\_\_ Expiration Date: \_\_\_\_\_

Validation code (from the back of the card or front of Amex): \_\_\_\_\_

Billing Address of Credit Card: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Wednesday, October 13<sup>th</sup>

8:30 am	<b>Registration</b>
1:00 to 1:30 pm	<b>Welcome, Opening Remarks and AAP Update</b> Dean Bollendorf, President Ed Heltman, Vice President Kimberly Shank, Reimbursement Committee Chair  It's been a busy year for the Association. This session will provide an overview of the work being done on behalf of our members and provide an opportunity for attendees to discuss their needs.
1:30 to 3:00 pm	<b>Leading Multi-Generational Workforces</b> Jenifer A. Swab, Training Coordinator, Ross/West View EMS  This presentation will identify and address the history of Baby Boomers, Generation X, Generation Y and future generations. The characteristics of each generation will be highlighted as we explore how to effectively inspire and communicate the multiple generations in today's workforce to succeed together. Attendees will be given the opportunity to share personal experiences and will be given suggestions to motivate and encourage a multi-generational workforce to trust the management while achieving personal and organizational goals.
3:00 to 3:30 pm	<b>Break – Visit the Vendors</b>
3:30 to 5:00 pm	<b>Constructing the Supervisory Toolbox: Keys to Effective Supervision</b> Chris Dell, Chief/Executive Director, Elizabeth Township Area EMS  It has often been said that being a Supervisor is one of the most challenging occupations one can have. While there are many reasons for this belief, one of the biggest challenges of being a supervisor involves communications skills. An effective supervisor needs to possess dynamic communication skills. In order to do this, they need to construct a large toolbox full of tips, tricks, and tactful approaches. Regardless of your supervisory experience, this class is sure to assist with your tool gathering.
5:30 pm	<b>Vendor Reception</b>

## Thursday, October 14<sup>th</sup>

8:30 am	<b>Continental Breakfast and Registration</b>
9:00 – 10:30 am	<b>Only the Lead Sled Dog Gets a Nice View</b> Glenn H. Luedtke, NREMT/P Director (retired) Sussex County (DE) Emergency Medical Services, Adjunct Assistant Professor, Emergency Health Services Program, The George Washington University School of Medicine and Health Sciences, Washington, DC.  Whether you've just been promoted to an officer position in your Rescue Squad, appointed to your local EMS council, or taken a management job in a new EMS system, you'll find this class both valuable and enjoyable. Well discuss some of the basics of EMS leadership, some of the nuances that can make you stand out as a leader, and some "tricks of the trade" that will help you be the best leader you can be.
10:30 – 11:00 am	<b>Break – Visit the Vendors</b>
11:00 – 12:30 pm	<b>Confessions of a CQI Officer: Documentation in Crayon and e-PCR, Going Back to the Future.</b> Roy E. Cox, Jr., D.Ed., EMT/P, Patient Care Coordinator, Pittsburgh EMS  This program is intended to promote awareness to EMS providers on some of the humorous and interesting examples of patient documentation. Discusses on the history, real purpose of documentation, common practices, focus on quality assurance, dealing difficult situations, verbal communication and decisions in EMS interactions will highlight the presentation. These key elements will enhance ones ability to avoid administrative or legal action. This highly interactive program is presented in a case study format and involves audience participation.
12:30 – 2:00 pm	<b>Lunch (included) and AAP Annual Meeting</b>
2:00 – 3: 30 pm	<b>Basics of HR Management</b> Jill M. Moorehead, BS, EMT, PHR, Lieutenant/Administrative Coordinator, Elizabeth Township Area EMS  This session covers the basics of HR Management such as employment laws, conducting employment interviews, documentation and records management. This is a great session to gain new ideas regarding recruitment, orientation, and retention. This session will help you understand the key aspects of HR.
3:30 – 4:00 pm	<b>Visit the Vendors</b>

4:00 – 5:00 pm	<b>Creative Training Tips – Making Workforce Education Exciting</b> Roy E. Cox, Jr., D.Ed., EMT/P, Patient Care Coordinator, Pittsburgh EMS Jenifer Swab, EMT/P, Training Coordinator, Ross/West View EMS  This session will highlight the challenges and options an EMS educator can utilize to motivate and maintain an active employee in the learning process. Introducing new equipment or updating current standards is a vital task of the EMS training officer who must ensure that workplace learning is captured for safety and operational functioning. Creative training tips and active examples will be used while promoting an interaction among attendees. This session shall enhance the presentation skills of the training officer while offering live methods of making learning fun. Teaching peers and EMS professionals is a task that requires a bigger tool box of presentation and methodology options. This highly interactive short session will give the EMS trainer something to think about, more tools to deliver lesson material with and ideas take home to implement.
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**Based on the request of attendees this afternoon and evening are free to enjoy the local attractions.**

## Friday, October 15<sup>th</sup>

8:30 am	Continental Breakfast
9:00 – 10:30 am	<b>Survival of the Fittest!</b> J.R. Henry, EMT/P, Executive Director/Chief, Valley Ambulance Authority  Decreasing revenue and increasing expenses continue to be a major challenge for ambulance services across the Commonwealth of PA and beyond. This session will provide useful and practical information to help ambulance services identify potential ways to Increase revenue and reduce system expenses to help assure long term organizational survival!
10:30 – 10:45 am	<b>Break</b>
10:45 am – Noon	<b>Everything You Ever Wanted to Know About Workers Comp But Were Afraid to Ask, Part 2 ½</b> Charles Brown, Esq., Dickie, McCamey & Chilcote A Workers Comp update from Attorney Brown

**Wednesday, October 13<sup>th</sup>**

**9:00 am – noon**

**Cost Saving Strategies – Pre-conference session**

Feeling the squeeze of a tight budget? This session will provide attendees with options from industry vendors on the programs they offer. From supplies to equipment, N3A, ACDelco Regional Fleet Parts, and Enertech Labs will present overviews of their cost saving programs.

The information contained in this session is information only. The AAP does not support, endorse, or recommend any product or service.

