



**Hawaii EMS Information System
(HEMSIS)
2010 Annual Conference
April 20 - 22, 2010**

Wailea Beach Marriott Resort & Spa
3700 Wailea Alanui
Wailea, Hawaii 96753

Phone: 808-879-1922

CME Credits:

This conference has been approved for CME credits. Certificates will be provided each day for the attendees to pick up on site.

There is no fee for this conference. If you have any questions or for more information, please contact:

Clay Chan

Emergency Medical Services Branch

Phone: (808) 733-8328

Email: clayton.chan@doh.hawaii.gov

*Sponsored by the
State Department of Health's Emergency Medical Services
& Injury Prevention System Branch
&
State Department of Transportation*



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Wailea, Hawaii 96753
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Hotel Information

CONFERENCE HOTEL ROOM RATES:

The conference room rate per night is \$178.75 (hotel tax included). Porterage gratuities are \$9.00 per person, round trip, not inclusive of 4.166% State tax.

Maximum room occupancy is four (4) persons. No additional charge for children 18 years and under when accompanied by a paying adult. Charges for a third/fourth adult person are \$40.00 per person per night.

The conference room rate will be made available to conference attendees three days before and three days after the event dates on a space-and-rate available basis.

CHECK-IN / CHECK-OUT:

Check-in is at 4:00 pm and check-out is 12:00 noon. On the day of your arrival, your luggage will be held in a secure place until check-in at 4:00 pm.

PARKING:

Parking charges are \$15.00 for self-parking and \$18.00 for valet parking. *Not applicable if purchasing the OPTIONAL Resort Activity Passport for \$25.00 per room, per day.

OPTIONAL - RESORT ACTIVITY PASSPORT - \$25.00 net, per room, per day

This charge is of considerable savings over the value of the services offered which includes:

- ❖ Unlimited US Domestic Long Distance Phone Calls
- ❖ Unlimited local Phone Calls
- ❖ Outgoing Domestic US Fax Service (up to 20 pages)
- ❖ Daily Self-Parking
- ❖ 1-liter bottle of water per day (in-room)
- ❖ 500 Marriott Rewards Points per day
- ❖ Two (2) Mai Tai per stay (valid in Kumu Bar & Grill only) or two (2) Cups of Starbucks coffee per stay (valid at the Lauhala Hut only)
- ❖ Mala Wailea Restaurant – 20% discount in Restaurant, Dinner only (excludes lounge dining, Pre Fixe menu, early bird specials and alcoholic beverages.
- ❖ Mandara Spa – 10% discount on 50 minutes service.
- ❖ Maluhia Pool – 20% discount on full Cabana & Casabella rentals (subject to availability)
- ❖ Pool Side Concierge & Activities – 20% discount off boogie board and paddle board rentals. To make your reservations please visit the Wailele (Childre Pool) Tower Hut.

**Resort Activity Passport is an optional fee, inclusions and pricing are subject to change*

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Tuesday - April 20, 2010

7:00 am *Breakfast at the Mala Restaurant*

9:00 am **Welcome | Hawaii's EMS System & HEMSIS**

- Linda Rosen & Dwayne Lopes
State Dept. of Health's Emergency Medical Services & Injury Prevention System Branch

9:30 am **This Just In! Horrific EMS Headlines and How to Avoid Being Tomorrow's "Lead Story"** – Douglas Wolfberg & Stephen Wirth, *Page Wolfberg and Wirth, LLC*

Every day we see news reports of EMS operations run amuck. We say "that can't happen here!" – but it can! Unfortunately, many of these terrible incidents happen to services with a good track record. This lively and interactive seminar looks at amazing – and actual – EMS headlines from throughout the world, where we discuss the "root cause" of the problems that led to the news story and review steps on how to avoid these risk management nightmares from happening in your EMS operation.

10:30 am **So You Want to Be Most Excellent** – Scott Bourn, *American Medical Response*

Organizations everywhere speak about "quality improvement", "quality assurance" or "excellence". What do these mean to EMS? Do we have excellence? Do we need it??? This program will define excellence from the perspective of *the patient and family*-- the people we are asked to serve. The program will also distinguish between *clinical competence* and *excellence*. Participants will receive a unique 10-step prescription for true excellence in the delivery of emergency medical services.

12:00 pm *Lunch Buffet*

1:00 pm **Injury Prevention and Trauma System Development in Hawaii**

- Dan Galanis, Kari Benes & Peggy Sale
State Dept. of Health's Emergency Medical Services & Injury Prevention System Branch

1:45 pm **Maui Memorial Medical Center's Stroke Program**

- Jacqueline Sing, *Maui Memorial Medical Center*

2:00 pm **How to Perform Effective Chart Reviews**

The attorney presenters will discuss how to build critical skills in performing effective chart reviews as part of a comprehensive QA program and present an organized approach to performing chart reviews and documenting the results. Also covered: how to minimize liability in conducting QA programs and chart reviews, and reducing the chance that your QA findings could be used in court as evidence against you.

Constructive Counseling: Narrowing the Performance Gap Between Desired and Actual Behavior

Most ambulance industry managers don't like to confront a staff member with a performance problem. But there is a simple process that can help you "narrow" the performance gap between expected behavior and desired behavior in a way that takes the personality out of the process. Using actual case examples, this session will give you the steps you need to effectively handle the one-on-one employee counseling session in a way that will help improve performance over the long term.

Using Patient Information for QA: How does HIPAA Come into Play

As Hawaii's HEMSIS program matures, more data are available to conduct targeted and effective QA activities. However, with new changes to HIPAA and the laws that regulate patient privacy, confidentiality and the security of electronic health information, what boundaries does HIPAA draw that we need to be aware of as we press forward with a high-functioning QA program?

- Douglas Wolfberg & Stephen Wirth, *Page Wolfberg and Wirth, LLC*

- 4:00 pm **Emergency Medical Services for Children National and Regional Initiatives**
 – Tasmeeen Singh Weik & Therese Morrison-Quinata
 Emergency Medical Services for Children National Resource Center
An overview of the National EMSC Performance Measures and a Federal Health update with the introduction of Representatives from Hawaii, American Samoa, Guam, and the Commonwealth of the Northern Marianas.
- 5:00 pm HEMSIS Welcome Reception – MedMedia
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Wednesday - April 21, 2010

- 7:30 am *Breakfast at the Mala Restaurant*
- 9:30 am **State Emergency Medical Services Advisory Committee Meeting**
- 12:00 pm *Lunch Buffet*
- 1:00 pm **What's Next in EMS?: Healthcare Reform ... What's That Got to Do with EMS?** – Mike Taigman, *American Medical Response*
In this session, we'll explore healthcare data with a Public Health eye, an EMS toolkit, and a patient's life-long desires.
- 2:15 pm **Improving Performance through NEMSIS Data**
 – Clay Mann, *University of Utah School of Medicine*
The NEMSIS project has *three primary goals & objectives*; 1) Implement an electronic EMS documentation system in every local Ems system, which can collect and use data based on the NHTSA Version 2.2.1 dataset standard. 2) Implement a state EMS information system in every state and territory, which can receive and use a portion of the local EMS data via the XML standard. 3) Implement a national EMS database, which can receive and use a portion of the state and territorial EMS data via the XML standard.
The objectives are to understand the rationale for standardizing EMS data and value of nationwide data, recognize how National NEMSIS data can provide benchmarking information for states and local Fire and EMS agencies, and understand how the NEMSIS standard will contribute to the National Electronic Health Record.
- 3:15 pm **Cardiac Arrest Registry to Enhance Survival – Saving Lives through Improved Care and Prevention** - Bryan McNally, *Emory University School of Medicine*
CARES is funded by the CDC, developed and managed by Emory University School of Medicine, and implemented by the EMS agencies across the United States. The long-term goal of CARES is to save lives by improving emergency cardiac care at the community level and increasing public awareness of the importance of prevention and emergency treatment of heart disease. Steps to meet that goal include improving the performance of EMS systems by providing opportunities for internal and external performance evaluation.
- 3:30 pm **Hawaii's Data and Quality Assurance Initiatives**
 – Linda Rosen & Jenny Gong
 State Dept. of Health's Emergency Medical Services & Injury Prevention System Branch
- 4:15 pm **Panel Discussion: Quality Improvement Perspectives**
Panel: Linda Rosen Bob Brumblay Lynette Nakagawa
 Dave Nelson James Scamahorn Terrence Jones
 Scott Bourn Mike Taigman
- 5:15 pm *Adjourn*

Thursday - April 22, 2010

- 7:00 am *Breakfast at the Mala Restaurant*
- 8:00 am **Texts, Tweets, Blogs, and Digital Devices: Legally Regulating Staff Conduct in Today's "Social Network"**
– Douglas Wolfberg & Stephen Wirth, *Page Wolfberg and Wirth, LLC*
Can an EMS organization monitor the conduct of its staff in their off-duty time? What "electronic behavior" should be considered "inappropriate?" What if a staff member posts negative comments about the service on their personal website, or a social networking site like Facebook or MySpace? This session will explore the EMS organization's rights and responsibilities in this age of social networking, the "new media" and multi-tasking. Where do the individual's rights begin – and end – with use of the many new devices that are permeating our society. We'll cover what you can and cannot do to prevent problems or to bring existing problems under control.
- 9:00 am **The Path to Professionalism** – Scott Bourn, *American Medical Response*
By any standard, EMS is a young profession. For the past 20 years, EMTs and paramedics have worked hard to simultaneously care for patients AND create the standards and characteristics of the growing profession. It's a lot like trying to build a house while you're living in it. Our professional development hasn't kept pace with our patient care advances. This challenging session will use actual cases to explore a variety of professional issues which are key to the continued growth of EMS, including professional roles of the practitioner, critical thinking, creating and dealing with change, and patterns of knowledge.
- 10:15 am **How Abe Lincoln Would Run Your Service: EMS Leadership Lessons from Our 16th President**
– Douglas Wolfberg & Stephen Wirth, *Page Wolfberg and Wirth, LLC*
There have been many great leaders in our history, but one stands above the others. Abraham Lincoln led this nation through its most difficult time period – and he did it in a way that caused others to want to follow his example and rise to their best. Whether it was dealing with his cabinet, his generals, or the public, Lincoln gave us practical and useful examples of leadership in action. These examples help us effectively manage today's unique EMS workforce. This session will provide you with a critically relevant history lesson of the four fundamental principles that Lincoln gave us that, if followed, will improve and "re-energize" your EMS operation and help motivate you in other aspects of your life.
- 11:15 am **Future Vision of EMStat and WebCUR** – MedMedia
- 11:45 am **HEMSIS for the Future I Closing**
– Linda Rosen
State Dept of Health's Emergency Medical Services & Injury Prevention System Branch
- 12:00 pm *Adjourn*

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