

# Improving What Matters: EMS QI That Produces Results

## WHAT YOU WILL LEARN:

An effective strategic planning approach that leads to execution rather than excuses.

Easy to apply tools to improve performance.

Tools from the Institute for Healthcare Improvement, Six Sigma, Lean, Deming, Baldrige, and others adapted for use in EMS.

Ways to charter and manage a project so that it produces real results.

How to collaborate and create a patient centered program.

How to build a balanced dashboard of vital measures to show how your organization is performing in the areas that matter most.

How to use the quality award process to perform a stem to stern assessment of your program so that all vital areas are addressed.

Strategic use of customer and employee surveys to keep your efforts on track.

Leadership skills to make all of this work.

Virtually every EMS, fire, and healthcare organization in American has some kind of a "quality" program. It may be called quality assurance, quality improvement, quality management, total quality management, or quality control. The sad reality is that very few of these programs have generated any actual improvement.

Every Fire Department and Ambulance Service in America is under pressure to improve something or adjust to new realities. For some it is service, care, response times, service to remote areas, containing fire to the room of origin, or resuscitation rates. For others it is figuring out how to provide the same level of service with an 8% budget cut.

Effective leadership in emergency services today requires knowledge and skills that our predecessors could get by without.

## Join us in discovering new tools and processes for future success!

### **SPEAKERS:**

Dave Harrawood and Mike Taigman

### **DATES:**

March 11<sup>th</sup> and 12<sup>th</sup>, 2015

### **TARGET AUDIENCE:**

Prehospital and hospital personnel involved in quality improvement

### **PRICE:**

Register by March 6<sup>th</sup>, 2015

Both days: \$100.00

One day: \$75.00

### **LOCATION:**

Swinomish Casino  
Anacortes, Washington

\*Special room rates will be provided for attendees.

For more information or to register, please visit the North Region EMS website at: [www.northregionems.com](http://www.northregionems.com)



*This workshop will be most valuable to you if you think about the problems you'd like to address, the opportunities you'd like to take advantage of, and the areas you'd like to improve in your own organization before you come.*

## About your facilitators:

Dave and Mike have been working and teaching together for nearly three decades. They were co-founders and lead faculty for the National EMS Quality Management Workshop that was presented at conferences across the country starting in the early 1990s.



**Mike Taigman** has been in EMS for 40 years and involved in quality improvement since 1988. He's worked with EMS organizations in 48 of the U.S. States, most of the Canadian Provinces, Europe, Israel, Palestine, and Australia helping them improve what they do. He's published over 500 articles in professional journals and lectures at conferences worldwide. Mike holds a M.A. in Organizational Systems from Saybrook University, is a Lean Six Sigma Black Belt, and is certified by the Institute for Healthcare Improvement as an Improvement Advisor. He lives in Santa Barbara California with his family and serves as the General Manager for AMR's Ventura County paramedic system

**Dave Harrawood** is president and co-founder of the Florida Excellence Awards, and organization dedicated to providing an ethical, value's drive and affordable mentoring and recognition Baldrige based award program in Florida. For more than two decades he has been a champion of performance excellence principles by helping organizations dramatically improve their performance, achieve their desired outcomes, and becoming role model organizations using the Baldrige Criteria for Performance Excellence. Dave began his career as a firefighter paramedic in St. Petersburg Florida. He served as the Executive Director of Emergency Services for Sarasota County Florida from 2000-2008 overseeing all emergency services including Fire and EMS. Dave lives in Napa, Florida.

