



Day 1

0700 – 0800	Registration / Check-in / Continental Breakfast	
0800 – 0830	Opening Introduction/Ice Breaker	All
0830 – 0930	The Supervisor’s Journey An overview of supervisory responsibilities and what it means to become accountable and to teach accountability. This session will focus on the commandments of confrontation and the step-process for resolving performance barriers.	Jay Fitch
0930 – 0945	Break	
0945 – 1045	Supervisor: Making the Switch This session will involve a timeline (20-minute issue – the patient – versus the NEW timeline of a supervisor (day, week, month, longer) with students providing examples from their service(s). The participants will learn the role they will play (whether still on an ambulance, in the office, etc.) and which role to which person (internal, external). Students will learn importance of “planning” and “leading” over “acting”.	Anthony Minge
1045 – 1145	Case Study 1 Real world scenarios discussion with detailed discussion on supervision, planning, implementation, how to handle problems, etc. Groups will work together to discuss how to resolve issues involving pre-planning, logistics, execution, and problem solving. All from a supervisory level.	All
1145 – 1245	Lunch (provided)	
1245 – 1345	Strategies for Supervisors: Where the Heck Did My Day Go? Time Management Time management is one of the most difficult tasks for any supervisor to master. This session will provide the participants with skills to better manage the myriad of tasks, duties, and people that suck time away from the day.	Jay Fitch
1345 – 1400	Break	
1400 – 1500	Managing What You Measure Data is probably the most misunderstood piece in leadership. This session will help the participants understand the importance of good clean data and what you can (and maybe cannot) do with it when you get it. The session will review QI processes and provide an overview of new tools in the market for managing data	Joe Coons
1500 – 1545	Case Study 2 Group exercise to help participants develop skills on deciding what is important and prioritization.	All
1545 – 1600	Wrap Up Questions & Learnings	All
1630 – 1730	Open Discussion A special open discussion with the instructors.	



Day 2

0730 – 0800	Continental Breakfast	
0800 – 0815	Check-in & Questions	
0815 – 0915	Customer Service	Jay Fitch
	This session will outline key service facts and issues. Participants will explore how healthcare and EMS are perceived. Specific moments in our interactions caregivers can positively influence. A step-by-step approach to working with unhappy customers is provided.	
0915 – 1015	Just Culture: Just an Idea or Just in Time to Prevent a Big Mistake?	Joe Coons
	How do we handle mistakes? Do we encourage our staff to report errors in order to learn from them or do employees hide shortcomings and mistakes for fear of being punished? Organizational accountability that promotes a fair and just system helps improve patient safety, moral, and organizational culture. This session will discuss the Just Culture method of management.	
1015 – 1030	Break	
1030 – 1130	Dollars & Sense and Sensible Documentation	Anthony Minge
	This session will discuss finance and why it's important to supervisors and how to transmit that idea to the workforce. A brief overview of "personnel" budget and "operations" budget. Will help the supervisor better understand the financial aspects of an ambulance service. Accurate, complete, and objective documentation is critical to compliance. The second half of this session will review the do's and don'ts of compliant patient care reporting.	
1130 – 1200	Case Study 3	All
	Small group discussions and a presentation from one group with opportunity to challenge from others (how could it be handled differently?) This session will promote working as a group, stimulate discussion, and develop problem solving skills, and appreciation for new and different methodologies.	
1200 – 1300	Lunch (provided)	
1300 – 1400	Day to Day Supervision: What Matters Most	Jay Fitch
	This session outlines mechanisms to improve your organization's teamwork, morale and culture. It will describe the importance of words leaders use and the impact of positive vs. negative feedback. What are the major dissatisfiers for caregivers and how to avoid them. Specific behaviors that cannot be tolerated will be described as well as ways supervisors can encourage the heart of caregivers.	



Day 2

1400 – 1500	Managing People & Generations This session will describe the mosaic of generations that currently work in the EMS industry, explaining the differences and similarities of each. The participants will develop skills that will assist in supervising a multi-generational workforce.	Hannah Fitch
1500 – 1515	Break	
1515 – 1545	Taking Leadership to the Next Level – Resources to Help You Continue the Learning Process Next level learning for the aspiring leader. We will discuss the ASM and CCM programs, as well as other resources that can be used. This will help the participants in their movement to the next level as they progress through their careers.	All
1545 – 1600	Wrap Up Questions & Learnings	

Faculty Biographies

Joseph J. Fitch, PhD

Jay's emergency services experience began early as a volunteer firefighter. He became an EMT and graduated from the Missouri State Highway Patrol Law Enforcement Academy. Jay was among the first paramedics trained in the US at age 21. He was named EMS Director for the City of St. Louis at age 24 and subsequently directed the EMS program in Kansas City.

For more than 40 years, the team at Fitch & Associates has made a difference working with public safety and EMS systems. They have successfully accomplished projects in all 50 US States, most Canadian provinces and 12 other countries. Jay has been involved in complex system design, organizational and operational issues. He holds a doctoral degree in Psychology. He has written extensively in the field and frequently speaks on leadership and innovation. Jay received the Lifetime Achievement Award from the National Registry of EMTs. He served on several outside public safety and healthcare boards throughout his career and now serves as the Executive Director of the Fitch EMS Foundation which provides leadership development scholarships for EMS professionals (www.fitchemsfoundation.org).

Anthony Minge, EdD

Anthony is a partner with Fitch & Associates. He is the education chair for the firm, coordinating the Beyond the Streets, Ambulance Service Manager, and Communication Center Manager programs and the Pinnacle EMS Conference. His responsibilities in addition to these engagements include consulting and training for compliance, EMS billing and collections, documentation, operations and leadership.

Anthony has been directly involved in the development and management of ground and air services for hospital based and stand-alone ambulance services for a number of years. His experience prior to coming to Fitch included serving as business operations manager and director of EMS billing operations. He served as both finance committee chair and faculty for transport conferences and guest lecturer for coding and medical documentation training programs, has spoken at dozens of national, state, and regional conferences and authored multiple articles on EMS related topics. He holds a Bachelor of Business Administration with a concentration in Marketing, an MBA in Strategic Leadership, and a Doctorate of Education in Organizational Leadership.

Joe Coons

Joe is the Communications Center Manager for LifeFlight Eagle where he also oversees the safety systems in conjunction with their air operator, PHI Air Medical. He also leads the Safety Advisory Group, a multi-disciplined committee that works together to improve the safety of the program. Joe's role also includes hosting the LifeFlight Eagle Safety Symposium in Kansas City that brings air medical programs from all over the nation to share in safety presentations from industry experts.

Joe started his EMS career as an EMT in 1992 and gained his Paramedic license in 1996. He joined LifeFlight Eagle in 2005 as a Flight Paramedic and became the Safety Coordinator in 2010. In 2013, Joe was named the Director of Safety for LifeFlight Eagle. He is trained in Human Factors, Fatigue, and Root Cause Analysis as well as helicopter operations. He was the recipient of the David Connolly Memorial Leadership Award for the Spring 2018 Communication Center Manager program.

Hannah Fitch

Hannah Fitch, Education Coordinator with Fitch & Associates, is dedicated to shaping future leaders through her expertise in leadership coaching and as a core faculty member for the Ambulance Service Manager and Communication Center Manager certificate programs. Drawing upon her diverse background in theater, broadcast, and ministry, Hannah brings a unique perspective to leadership development and effective communication training.

With a passion for fostering leadership skills and cultivating a commanding public presence, Hannah has worked closely with politicians, executives, educators, and activists. Her guidance not only equips them with the essential skillset but also nurtures the critical mindset necessary for effective leadership. Her approach is characterized by her enthusiasm as an attentive listener, a supportive sounding board, and a skilled problem navigator. She considers it an honor to serve the EMS community, contributing her expertise to the growth and success of its dedicated professionals.