

2022 ACCT Spring Meeting & Leadership Development Series Part VI

Change Over Switch: Success-ion building 'next gen' organizations

All of our organizations are on the journey to improving care of patients by adopting the Triple Aim. The path to higher quality, better patient experience at less cost is daunting. Future success requires accelerating the rate of change in improving performance. The need for constant and unrelenting change coupled with pressure for performance is the toughest challenge our people face. Setting a vision, sustaining commitment, and carving a path to the future requires new capacity and capabilities for leaders.

ACCT initiated a long-term project in leadership development for our members several years ago and began working to build better teams internally and networking across ACCT. Part VI of our Leadership Development Series will focus on Leadership Strategies, Improving Mental Health in EMS, the nuts and bolts of Aviation Insurance, Approaches to Advocacy, and a look at Washington Update. Using our interactive model, each session starts with a short presentation on current status, challenges, and needs in leadership development before moving to a facilitated round-table discussion.

Spring Education Meeting

May 3rd and 4th, 2022

The Hilton New Orleans-St. Charles Avenue

2022 ACCT Spring Educational Meeting Agenda- Day 1

07:00 – 7:45 BREAKFAST – St. Charles Ballroom

08:00 - 09:30 - SESSION I – Fleur De Lis Ballroom

Title: Washington Update – Big Picture and ACCT’s Legislative Efforts

Presenter: Lisa Hawke, Partner in Holland & Knight

09:00 - 09:30 – ROUND TABLE DISCUSSION

09:30 - 10:00 – BREAK

10:00 - 11:30- SESSION II

Title: Adding “Lift” to your Leadership... Strategies That Help Your Organization Take Off!! (Part I)

Presenter: Jason Cook, M.S., FP-C, CCP-C

11:00 - 11:30 – ROUND TABLE DISCUSSION:

- Take a moment to reflect on an occasion that you worked with/for someone that was a terrific leader - What was it they did that inspired you? How did they influence to elevate your performance?
- Now take a minute to reflect on yourself as a leader- What do you feel are your strengths? What would you most like to improve as a leader?
- What can you do as a leader to insure you are taking the time necessary to inspire, influence, and LEAD your organization?
- If you were to “embrace” a particular leadership style, which would it be and why? How would it help your organization?
- Do you have an idea how or have you ever asked how your followers prefer to be lead?

11:30 - 12:30 – LUNCH AND NETWORKING BREAK – St. Charles Ballroom

12:30 - 14:00 – SESSION III

Title: Psychological PPE: Improving Mental Health in EMS

Presenter: Lau Morrison, Psy.D.

13:30 - 14:00 – ROUND TABLE DISCUSSION:

- What can EMS leaders do in their organizations to improve the mental health of their workforce?
- What might be barriers to implementing psychological PPE and how can we overcome these barriers?
- How can we change the EMS culture moving forward?

14:00 - 14:30 – BREAK

14:30 - 16:00 – SESSION IV

Title: Aviation Insurance: Risk Mitigation, Market Trends, Coverages.... and Everything in Between

Presenter: Lou Timpanaro

15:30 - 16:00 – ROUND TABLE DISCUSSION:

- Owned aircraft: Insurance carried by the Air Operator or your own program. Pros and Cons?
- How do you work with the Air Operator in the event of an accident?
- How important is the relationship with your Insurance Broker?

16:00 - ADJOURNMENT OF DAY 1

2022 ACCT Spring Educational Meeting Agenda- Day 2

07:00 - 7:45 BREAKFAST – St. Charles Ballroom

08:00 - 09:30- SESSION V – Fleur De Lis Ballroom

Title: Leadership Resiliency

Presenter: Jason Cook, M.S., FP-C, CCP-C

09:00 - 09:30 – ROUND TABLE DISCUSSION:

- How do you bounce back from setbacks?
- Do you adapt to change or resist it?
- What are you going to do differently to build resiliency?

09:30 - 10:00 – BREAK

10:00 - 11:30- SESSION VI

Title: Advocacy- You Can't Always Get What You Want

Presenter: Thomas Judge, CCTP

11:00 - 11:30 – ROUND TABLE DISCUSSION:

- Change is hard: never underestimate the power of inertia
- Navigating the framework: law, rules, regulations, and MONEY
- What do you really want, what do you truly need: framing asks and defining wins
- Coalitions: allies, detractors, and fence sitters
- Making sausage- the legislative process
- Being present
- The long view- lessons learned and battles for the future

This roundtable will use case studies in publicly funded bonds, tax laws, developing municipal funding, and hidden wins in the FAA reauthorizations to help your organization develop effective outreach in the policy crucible.

11:30 - 12:30 – LUNCH and NETWORKING BREAK – St. Charles Ballroom

12:30 - 14:00 – SESSION VI - ROUND TABLE DISCUSSION

Title: From Rule to Real: The No Surprises Act (“NSA”) Legislation

Facilitators: Tom Judge, CCTP, Holly Weber, and Roxanne Peek, MBA

The No Surprises Act was implemented on January 1, 2022. Without question it will have a huge impact on reimbursement, and experience to date has identified more questions than answers.

Interim Final Rules (“IFR”) were promulgated in the summer and fall of 2021, with ongoing litigation regarding sections of the IFR and HHS/CMS including provider versus carrier discordance on calculating the Qualifying Payment Amount (“QPA”). In addition, the Air Ambulance Patient Billing Advisory Committee Report has just been published.

This Roundtable will look at experience to date, examine and share lessons learned, discuss the next steps anticipated in the NSA roll out, and layout the further ACCT work agenda to help refine and improve the NSA implementation and the work of the Advisory Committees as HHS moves to publish the Final Rule in May.

14:00 – 14:30 SESSION VII

Title: ACCT Membership Updates

Presenters: Roxanne Peek & ACCT Committee Chairs

14:30 - ADJOURNMENT

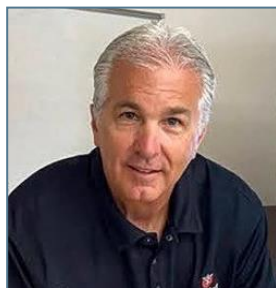
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Lisa Hawke, Partner in Holland & Knight

Mrs. Hawke represents a number of health care organizations, with significant expertise in hospital and health system financing, trauma centers and systems, air medical transport, emergency medical services and the 340B Drug Discount Program. She is an experienced advocate on numerous other healthcare issues and programs, including graduate medical education, biomedical research, transplantation, health resources issues, as well as public records and open meetings laws.

Mrs. Hawke works with clients on policy development, devising legislative and regulatory strategies, and intervening as necessary to draft and secure legislative or regulatory changes that advance client interests. In previous roles, she served as in-house counsel to two large health systems, building their government relations functions and executing strategic government relations plans.



Jason N. Cook, MS, FP-C, CCP-C

Jason describes his career in Fire/EMS as my “30-year love affair” that his wife gladly allows him to continue! He loves to teach and is a frequent presenter of Fire & EMS topics at conferences across the state & Intermountain West and Canada.

Jason’s “real” jobs include EMS Battalion Chief/Paramedic with Layton City Fire Department, Clinical Educator & Flight Paramedic with the University of Utah AirMed program, and faculty member at Utah Valley University & Weber State University. He is a regional faculty member of the Difficult Airway Course – EMS. He is also adjunct faculty with Northwest Acute Care Physicians as a Clinical Educator.

He has a M.S. in Organizational Leadership, a B.S. in Public Emergency Services Management and is a certified Flight Paramedic & Critical Care Paramedic.

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Lau Morrison, Psy.D.

Dr. Laura (Lau) Morrison is a licensed psychologist who currently works at the Los Angeles County, Department of Mental Health working with children and youth who are identified as high-risk due to severe psychotic symptoms, difficulty keeping themselves safe, and/or difficulty keeping themselves from hurting others. Lau also has a private practice in Woodland Hills, California where she works with youth and adults experiencing a wide variety of mental health concerns, such as anxiety, depression, PTSD, and personality disorders.

Lau graduated from William James College (previously Massachusetts School of Professional Psychology) with a doctorate in psychology and a specialization in Latino Mental Health. Lau is passionate about working with the Latino population and being bilingual and bicultural has allowed her to help this underserved population. For her doctoral dissertation, Lau chose to investigate the relationship between stress and health among first responders. By taking a closer look at post-traumatic stress symptomatology, coping styles, and world assumptions, Lau has dedicated much of her time to help first responders receive the support they need to remain healthy and to bring awareness to this understudied and underserved population. She currently sits on the board of directors for The Code Green Campaign, an advocacy and education organization geared at helping first responders. Lau was born in Buenos Aires, Argentina and moved to Miami, Florida at a young age. She moved to Massachusetts to attend Tufts University where she earned her bachelor's degree and where she met her husband, who was her partner when they both worked as emergency medical technicians. She now lives in Los Angeles, California with her family.



Lou Timpanaro, Vice President Aviation at Alliant Insurance Services

Lou's grandfather worked with Charles Lindbergh and Clarence Chamberlin at Teterboro airport. The art and science of flying and aviation is in his blood. It's only natural that he took up a career in this field and has spent over three decades in the practice of aviation insurance. This has involved architecting insurance programs for aviation companies as well as individuals. His career passion has translated into his personal interests as he has also been a

recreational pilot for over 36 years.

Lou offers organizations a holistic approach to risk management. This means assessing both aviation and non-aviation insurance matters from the same source. His strengths lie in conceptualizing a client's overall needs in order to provide them with the most optimum insurance solution at a cost effective price.

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Thomas Judge, CCTP

Thomas currently serves as the Executive Director of LifeFlight of Maine. With an extensive background in emergency medical services and air medicine Thomas has worked in the private, public and non-government sectors designing and implementing air medical systems as well as community paramedicine projects nationally and internationally.

Beginning as an EMT and Paramedic for the St. George Volunteer Firefighters and Ambulance Association, Thomas has worked in and with systems across the world and has served as a subject matter expert in EMS and air medical system development for the Institute of Medicine, the Government Accountability Office, MedPAC, the National Transportation Safety Board, the State of Maryland, as well as serving five terms on the National EMS Advisory Council and is currently on a federal advisory committee working on surprise emergency billing.

A long-time faculty member for the National EMS Physicians Association's EMS Medical Director Course, Judge has worked in multiple arenas developing standards for air medical and EMS including assisting with the development of the international standards of the Joint Commission on Accreditation of Health Organizations and the Association of Critical Care Transport.

He has served on and Chaired numerous Boards including Maine EMS, the Association of Critical Care Transport, the Association of Air Medical Services, the Medevac Foundation, and the AirMED international conference. International work includes presentations and projects in Canada, throughout the UK, Ireland, France, Italy, Denmark, France, Czech Republic, Spain, Japan, Australia, and South Africa.

A 1996 Atlantic Fellow in Public Policy, Thomas worked across the UK with postings at the Medical Care Research Unit/University of Sheffield, the Scottish National Ambulance Service, the King's Fund, and was a founder ambulance member of the Faculty of Pre-Hospital Care of the Royal College of Surgeons Edinburgh.

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Holly Weber

Holly Weber is currently Metro Aviation's Director of Customer Revenue Cycle Support and brings a wealth of knowledge and experience to Metro's customer support team. Having spent the last 20 years in the HEMS industry – both from the program and most recently from the revenue cycle management side at a well-known EMS billing company – she is well-versed in billing solutions, revenue cycle management, ambulance compliance and workflow efficiency.

Holly's background includes Vice President of Business Development and Transformation for Syncordia Technologies and Healthcare Solutions (formerly Health Services Integration), where she led the client relations, business development and marketing teams for multiple billing companies. She has experience with flight communications, dispatching, revenue cycle management, process improvement and the inner workings of a communication center. Holly's career in the HEMS industry started at REACH Air Medical Services where she managed the flight communications center, was a fixed wing coordinator and ultimately the Fixed Wing Business Manager.

Holly earned her undergraduate degree from Boston College and a Master of Business Administration Degree from Plymouth State College. She also holds an Executive Leadership Certificate, an Executive Management Certificate, and a Women's Leadership Certificate from the University of Notre Dame's Mendoza College of Business. Holly is a Certified Ambulance Coder (CAC), Certified Ambulance Compliance Officer (CACO), Certified Ambulance Privacy Officer (CAPO) and Certified Ambulance Documentation Specialist through the National Association of Ambulance Coders (NAAC). She completed her Certified Medical Transport Executive (CMTE) course in 2021.

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May 3-4, 2022

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