

Association of Critical Care Transport



2023 ACCT Fall Leadership Development Meeting

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.

Our Leadership Development Meeting will focus on overreliance of electronic communications, using data as a recruitment and retention tool, utilizing personal assessment tools, UAS/Drones impact on HEMS operations, NSA open forum, Washington Update, and ACCT's annual membership meeting.

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.

Fall Education Meeting

October 3-4, 2023

Hilton, Gaslamp Quarter

San Diego, CA

2023 ACCT Fall Educational Meeting Agenda - Day 1

07:00 – 7:45 REGISTRATION AND BREAKFAST – Outdoor Starlight Terrace Center2

08:00 - 09:30 - SESSION I – Gaslamp Meeting Room

Title: “Talk to Me Goose”- Overreliance on Electronic Communications

Presenters: Kolby Miller, President and CEO, Medstar Ambulance

09:00 - 09:30 – ROUND TABLE DISCUSSION

- Value of face to face conversations and guided discussions
- Mechanisms by which electronic systems can help support real spoken discussions, and generate valuable organizational performance data.

09:30 - 10:00 – BREAK

10:00 - 11:30- SESSION II

Title: Using Data as a Recruitment and Retention Tool

Presenters: Scott Moore, Esq., Moore EMS Consulting, LLC, Moore Healthcare Law, PLLC

11:00 - 11:30 – ROUND TABLE DISCUSSION

- Research on what drives recruitment and retention in today’s workplace.
- Leading and lagging indicators used by human resource professionals in an effective recruitment and retention strategy.
- Ways to use various EMS-related data points that speak to employees and job candidates about what it means to work for your EMS agency.

11:30 - 12:30 – LUNCH AND NETWORKING BREAK – Outdoor Starlight Terrace Center2

12:30 - 14:00 – SESSION III

Title: Improving Teamwork, Communication, and Productivity, Utilizing Personal Assessment Tools

Presenter: Kolby Kolbet, Chief Clinical Officer, Life Link III

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

- How to raise self-awareness
- How to make conflict more productive
- How to train without judgement

14:00 - 14:30 – BREAK

14:30 - 16:00 – SESSION IV

Title: UAS (Unmanned Aerial Systems)/Drones in HEMS Airspace

Presenter: Brady Carpenter, Assistant Director of Safety and Warren Carroll, Director of Safety Innovation, Metro Aviation

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

- Near Misses
- Regulations – what to know

16:00 – ADJOURNMENT OF DAY 1

2023 ACCT Fall Educational Meeting Agenda - Day 2

07:00 – 7:45 BREAKFAST- Outdoor Starlight Terrace Center2

08:00 – 09:30- SESSION V- Gaslamp Meeting Room

Title: NSA Open Forum -How it is Going?

Presenters: Asbel Montes, Solutions Group & Lisa Hawke, Holland and Knight

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

- Current state of the NSA for Air Medical Transport
- Future state of the NSA for Ground EMS

09:30 - 10:00 – BREAK

10:00 - 11:30 - SESSION VI

Title: Washington Update

Presenter: Lisa Hawke, Holland & Knight

11:30 - 12:30 – LUNCH and NETWORKING BREAK – Outdoor Starlight Terrace Center2

12:30 - 14:00 – SESSION VI

Title: ACCT Membership Annual Meeting

Presenters: Roxanne Peek and ACCT Committee Chairs

- Annual Review – Roxanne Peek
 - Policy Committee – Kyle Madigan
 - Education Committee – Cherie Lee Pepping/ Jason Cohen
 - Standards Committee- Chuck Hogan/ Ruda Jenkins
 - Communications Committee- Mary Ahlers/ Joey Araiza
 - Development Committee – Maura Hughes/ Eveline Byers
 - Governance Committee – Dennis Mack

14:00 – ADJOURNMENT OF DAY 2

2023 ACCT Fall Educational Meeting Presenters



Kolby Miller, President and CEO, Medstar Ambulance

Kolby Miller, MBA, PMP, EMT-Phas been active in private, public, and not-for-profit EMS agencies since 1987 as an EMT, paramedic, and instructor. Kolby is the Chief Executive Officer for Medstar Ambulance, serving 9 counties in Michigan. Under Kolby's leadership, Medstar has grown from 75 employees and 20,000 responses in 2004 to 940 employees currently serving 190,000 patients annually with 165 ALS, BLS and CCT ambulances and one EC-135 aircraft. Medstar is a not-for-profit joint venture of Ascension Michigan, Henry Ford Health, and the McLaren Healthcare Corporation. He serves as a review team leader with the Commission on Accreditation of Ambulance Services (CAAS,) and is a two-time past president of the Michigan Association of Ambulance Services. In addition to his board and committee involvement, he coordinates the educational programming at Michigan EMS EXPO, and serves on the board of directors for the Child Advocacy Center of Lapeer County, the Michigan Traffic Improvement Association, Lapeer Family Literacy Center, and the Michigan Emergency Medical Services Coordination Committee (EMSCC) and various community and governmental committees throughout Medstar's service area.



Scott Moore, Esq., Moore EMS Consulting, LLC, Moore Healthcare Law, PLLC

Scott A. Moore, Esq. has been in the emergency medical services field for over 32 years. Scott has held various executive positions at several ambulance services in Massachusetts. Scott is a licensed attorney, specializing in Human Resources, employment and labor law, employee benefits, ambulance service reimbursement, and corporate compliance matters. Scott is the Human Resources & Operational Consultant to the American Ambulance Association (AAA) and frequently lectures at EMS conferences. In addition, Scott created Newton 360, a performance feedback and operational efficiency mobile platform designed specifically for EMS agencies.

Scott is a licensed attorney and is admitted to practice in the Commonwealth of Massachusetts, the State of Illinois, and the United States District Court for the District of Massachusetts. In addition, Scott holds certifications as a Professional in Human Resources (PHR), Society for Human Resources Certified Professional (SHRM-CP), and Certified Ambulance Compliance Officer (CACO). Scott has been a Site Reviewer for the Commission on the Accreditation of Ambulance Services (CAAS) for many years and currently serves on the CAAS Panel of Commissioners. In addition, Scott is currently serving on the Board of Directors for The Savvik Foundation, The Code Green Campaign, and the Employers Against Domestic Violence.

Scott earned his bachelor's degree in Psychology from Salem State College and his Juris Doctor from Suffolk University Law School. Scott maintains his EMT and is still affiliated with the Fire Department in his hometown. Scott is a member of the National Association of Emergency Medical Technicians, the National EMS Management Association, the International Association of EMS Chiefs, the American Bar Association, the Massachusetts Bar Association, the Illinois State Bar Association, the Society for Human Resource Management, and the Northeast Human Resource Association.

2023 ACCT Fall Educational Meeting Presenters



Kolby Kolbet, Chief Clinical Officer, Life Link III

Kolby Kolbet is the Chief Clinical Officer at Life Link III in Bloomington, MN. Prior to joining Life Link III, Kolby was Chief Flight Nurse and Nurse Educator at Gundersen Lutheran MedLink AIR in La Crosse, WI. Kolby's nursing experience prior to transport includes the emergency department and the Pediatric-Neonatal ICU. Kolby is a Maxwell Leadership Certified speaker, trainer, and coach. Kolby is a Fellow of both the American College of Health Care Executives (FACHE) and the Academy of Air and Surface Transport Nurses. Kolby currently serves as the board chair for the Association of Air Medical Services and is a Certified Medical Transport Executive (CMTE) and serves as faculty for the Medical Transport Leadership Institute (MTLI).



Brady Carpenter, Assistant Director of Safety, Metro Aviation

Brady Carpenter began his employment with Metro Aviation in 2016 as an Operational Control Specialist. In his time at Metro he has held many positions including Continuous Quality Improvement Coordinator, Flight Operations Quality Assurance Analyst, and his current position Assistant Director of Safety. Brady holds a bachelor's degree in Aviation Management from Louisiana Tech University which prepared him for his primary roles of managing Metro's Internal Evaluation Program, the Aviation Safety Reporting Program, and assisting the Director of Safety with the management of Metro's Safety Management System.



Warren Carroll, Director of Safety Innovation, Metro Aviation

Warren Carroll, Metro's Director of Safety Innovation, loves flying and working with the inspiring people in the air medical world. An aero engineer from the AF Academy, he has spent 20+ years flying B-52s, values faith, integrity, and service and brings a spirit of creativity to safety. He and Abbey, his wife of 20 years, have 4 children between 9 and 15 years old, and they can usually be found at soccer games, church, serving at their Classical Christian school, or dreaming up the next camping/hiking adventure. Warren is a student of leadership, and you should ask him for a recommendation on a book to read.

2023 ACCT Fall Educational Meeting Presenters



Asbel Montes, Solutions Group

Asbel Montes began his career in the ambulance industry in 1999. His EMS career included directing and leading teams that provided revenue cycle consultation to air and ground ambulance agencies, culminating into the position of Vice President of Government Relations and Revenue Cycle at Acadian Ambulance Service, and eventually the Sr. Vice President of Strategic Initiatives and Innovation. Asbel has now moved into a Healthcare Policy Advisory role at Acadian on a part-time basis and provides strategic and technical support in the areas of health policy to the senior leadership team specifically, focusing on improving governance and healthcare reimbursement initiatives.

Over the past 20 years, Asbel has been a member of numerous organizations, including the Healthcare Financial Managers Association (HFMA), the American Ambulance Association (AAA), National EMS Managers Association (NEMSMA) and the National Association of EMTs (NAEMT). He has also served as a board member for the AAA and Louisiana Ambulance Alliance. Asbel currently serves on numerous committees and more notably chairs the AAA Payment Reform Committee as the industry begins to navigate the current healthcare changes and the correlation to the air and ground ambulance industry.

In 2016, Asbel was appointed to the Ambulance Transport Alternatives Task Force for the State of Louisiana by Governor John Bel Edwards. In 2019, the Department of Transportation assigned Asbel as a member of the Air Ambulance and Patient Billing (AAPB) Advisory Committee. He is a respected thought leader on reimbursement initiatives within the industry and is a requested speaker at many conferences. He has also been asked to testify as an expert witness before federal and state health committees regarding ambulance reimbursement and veteran health initiatives as it relates to emergency medicine. Asbel is a contributing author in several EMS magazines as well as co-authoring the book, *Management of Ambulance Services*, as published by Prentice Hall in 2014.



Lisa Hawke, 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.

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