

Association of Critical Care Transport



## **2024 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 how to lead with grace, provider/staff member addition, front-line to leader development, conducting difficult conversations, preparing your personal PAIP, the latest legal updates and case studies on HIPAA and Compliance, and a 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.

**Fall Education Meeting**

**September 17-18, 2024**

**Seelbach Hilton**

**Louisville, KY**

# 2024 ACCT Fall Educational Meeting Agenda- Day 1

**07:00 – 7:45 REGISTRATION AND BREAKFAST – Grand Ballroom West**

**08:00 - 09:30 - SESSION I – Grand Ballroom East**

## Space for Grace Leadership

*Presenters: Asbel Montes, Managing Partner Solutions Groups and Loida Howell*

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

- Grace leadership knows there is way more power in we than me. Therefore, I choose to do hard things, including choosing to correct and having crucial conversations. What crucial conversation are you avoiding? Why?
- When the leader gets better, the employee will get better; when the employee gets better, the organization will get better. What is one thing you can do to invest in yourself, the leader, that will make you a better leader worth following?

**09:30 - 10:00 – BREAK**

**10:00 - 11:30- SESSION II**

## Blame it on the Alcohol: Provider Addiction and Recovery

*Presenter: Amanda Humphries MD, Medical Director, HealthNet Aeromedical Services*

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

- The progression of the medical view of addiction from a moral failing to the current disease model of addiction.
- Special risk factors facing critical care transport and emergency care providers.
- Strengths and weaknesses of the addiction recovery process for healthcare providers.
- How to identify addiction in colleagues, address addiction in a productive manner, and provide effective on-going support.

**11:30 - 12:30 – LUNCH AND NETWORKING BREAK – Grand Ballroom West**

**12:30 - 14:00 – SESSION III**

**Line to Leader- Training to set new Managers up for Success**

*Presenter: Maura Hughes, CEO, Boston MedFlight*

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

- What content is most important and how to be delivered?
- What do you have in your programs to develop your leaders?
- What has been successful/not successful?

**14:00 - 14:30 – BREAK**

**14:30 - 16:00 – SESSION IV**

**How to Hold Difficult Discussions When You'd Rather Dodge**

*Presenter: Tracey Suppa-Todd, PHR, Director of Human Resources, HealthNet Aeromedical Services*

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

- What pushes your buttons most when you're frustrated?
- How can you tell when a discussion is heading into the danger zone?
- How can you put the other person at ease to ensure good communication takes place?

**16:00 – ADJOURNMENT OF DAY 1**

# 2024 ACCT Fall Educational Meeting Agenda- Day 2

**07:00 – 7:45 BREAKFAST- Grand Ballroom West**

**08:00 – 09:30- SESSION V- Grand Ballroom East**

## **It Happened So Fast: Emergency Response and Post-Incident/Accident Planning**

*Presenter: Krista Haugen, Survivors Network*

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

- What kind of scenarios are being used for PAIP/ERP tabletops?
- Do programs have an ERP or just a PAIP?
- How do the Part 121 legislated assurances apply to the air medical industry?
- What are the potential groups of individuals impacted and how do we meet their needs post-crash?

**09:30 - 10:00 – BREAK**

**10:00 - 11:30 - SESSION VI**

## **Washington and ACCT Legislative Advocacy Update**

*Presenter: Lisa Hawke, Holland & Knight*

**11:30 - 12:30 – LUNCH and NETWORKING BREAK – Gulf View, Ballroom III**

**12:30 - 14:00 – SESSION VI**

## **HIPAA and Compliance Matter- Navigating the Rules for Success**

*Presenters: Kevin Fairlie, JD, MHA, Fairlie Law and Dr. Anthony Minge, Senior Partner, Fitch & Associates*

### **13:30 – 14:00 – ROUND TABLE DISCUSSION:**

- Is your compliance program effective?
- What kinds of EMS litigations are on the rise?
- How can you protect your organization and your employees?

**14:00-14:15- ADJOURNMENT**

# 2024 ACCT Fall Educational Meeting Presenters



Asbel Montes, Solutions Groups

Asbel Montes began his career in the ambulance industry in 1999, working his way up to leading revenue cycle teams for air and ground ambulance agencies, culminating in his current position as Managing Partner of Solutions Group. He previously served on the Board of Directors for the American Ambulance Association (AAA) and numerous committees. He has also testified as an expert witness before federal and state health committees regarding ambulance reimbursement and veteran health initiatives related to emergency medicine.

In 2016, Asbel was appointed to the Ambulance Transport Alternatives Task Force for the State of Louisiana by Governor John Bel Edwards. In 2020, Asbel was named to the Air Ambulance and Patient Billing Advisory Committee by the Secretary of the United States Department of Transportation. In 2022, he was named chair of the Ground Ambulance and Patient Billing Advisory Committee tasked by Congress to provide recommendations to the Secretaries of Health and Human Services, Labor, and Treasury on ways to protect consumers from balance billing when using ground ambulance services. Asbel is a respected thought leader on reimbursement initiatives within the industry and is a requested speaker at numerous healthcare conferences.



Loida Howell

Loida Howell is an energetic and passionate leader who thrives on empowering others and serving her community. As an accomplished speaker, she has the privilege of sharing her insights and inspiration with audiences across the nation. Her deep involvement in various community outreach programs reflects her commitment to making a positive impact, both locally and globally.

At the heart of her endeavors is the non-profit sector. Loida seeks to engage, equip, and empower others, providing them with the tools and support they need to thrive personally and professionally. Her commitment to family, community, and faith underscores her role as a compassionate leader and influencer in both her personal and professional spheres.



### Amanda Humphries, MD, HealthNet Aeromedical Services

Amanda Humphries is the Medical Director for HealthNet Aeromedical Services Inc., in Charleston, West Virginia. She completed medical school and residency at the University of Cincinnati and her EMS fellowship at the University of New Mexico. She is double boarded in Emergency Medicine and Emergency Medical Services. She previously served as the Assistant Medical Director for Deerfield Township Fire Department in Deerfield Township, Ohio, and the Medical Director of Sugarland Fire – EMS in Sugarland, Texas. She served as a flight physician and Assistant Medical Director at the University of Cincinnati Air Care and Mobile Care, as well as a flight physician with University of New Mexico Lifeguard Air Emergency Services.

Dr Humphries is also faculty and Assistant Medical Director for Heavy Lies the Helmet, a prehospital and critical care transport medicine educational organization. Dr Humphries has been published in Resuscitation and Prehospital Emergency Care and is a nationally and internationally invited speaker with particular interest in traumatic cardiac arrest, traumatic brain injury, and first responder mental health and wellness.



### Maura Hughes, Boston MedFlight

Maura Hughes is a non-profit executive with more than 30 years' experience in non-profit and healthcare industries. She is a CPA and graduate of Merrimack College with a BS in Accounting. She also holds an MBA in Finance from Bentley University.

Ms. Hughes is a nationally recognized expert on critical care transport and consortium models of healthcare. She has provided expert advice to regulators as it relates to critical care transport and is asked to comment on proposed legislation. She also provides advice to other air medical services considering creation of transport consortiums and advice on transport billing and operations.

Ms. Hughes joined Boston MedFlight in 1998 and served as their Chief Financial Officer for 18 years and Chief Executive Officer for the past seven years. She holds a board position on the Association of Critical Care Transport (a grass roots patient advocacy organization) and Air Medical Operators Association (a transport safety organization). She is also a member of Financial Executives International, Healthcare Financial Management Association, Massachusetts Society of CPAs, Bentley Executive Club, Merrimack College Advisory Board and serves on various non-profit boards. Prior to her tenure at Boston MedFlight she served as a Certified Public Accountant with AAFCPAs as an auditor specializing in non-profit audits. For the past two years, Boston MedFlight has been recognized as a "Top 100 Women-Led Businesses in Massachusetts" by the Boston Globe and Women's Edge.



### Tracey Suppa-Todd, PHR, HealthNet Aeromedical Services

Tracey Suppa-Todd, PHR, serves as Director of Human Resources for HealthNet Aeromedical Services, Inc. Tracey began her career in Human Resources over 25 years ago as a store trainer for a national retailer but found her love in Healthcare HR. Before transitioning to HealthNet in 2020, she spent 20 years at a Charleston Area Medical Center where she touched all areas of HR practice from recruitment to employee relations and from benefits/compensation to policy development. Her favorite roles within the field of Human Resources include employee relations and leadership training and mentoring.

Tracey and her husband have two daughters attending school at Gannon University and West Virginia University. As a Lifetime Member, she served Girl Scouts of Black Diamond Council as a troop leader for 13 years and now serves in the role of Secretary of the Board. She also loves spending time at the park with her pup-girls, Ellie and Bee.



### Krista Haugen, Survivors Network

Krista Haugen currently serves as the National Director of Patient Safety for Global Medical Response. She has 25 years of clinical nursing experience consisting of emergency, critical care and flight nursing. She survived a helicopter crash while on duty in 2005 and subsequently co-founded the Survivors Network for the Air Medical Community. She served as a member of the Rotorcraft Occupant Protection Working Group, has spoken at safety events around the country, and has written for several industry publications. Her professional interests include High Reliability & system design, human performance, Crew Resource Management, Just Culture, medical transport risk mitigation, post-traumatic stress and resilience in critical care professionals and emergency responders.



### Lisa Hawke, Holland & Knight

Lisa 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.



### Kevin Fairlie, JD, MHA, Fairlie Law

Kevin Fairlie is the founding member of Fairlie Law where he practices in the areas of healthcare regulatory compliance, general healthcare counsel, corporate and transactional law, with a special emphasis on the representation of EMS providers and agencies.

Mr. Fairlie has represented healthcare clients and organizations across the country. He has served as counsel for numerous organizations undergoing both state and federal investigations involving state Medicaid investigation units, state attorney's general office investigations, and United States Department of Justice investigations involving Medicare fraud and abuse, False Claims Act, Whistleblower, Anti-kickback laws and Antitrust issues and allegations.

Because Mr. Fairlie has served both as CEO and General Counsel to major corporations, he brings a unique perspective to his clients and understands the many decisions executives must balance in deciding the pros and cons of pursuing various legal and compliance strategies.



### Anthony Minge, EdD, Fitch & Associates

Dr. Anthony Minge coordinates Fitch & Associates educational offerings and is responsible for the firm's reimbursement, compliance and membership consulting services. In his educational role, Dr. Minge serves as the program co-chair for the Pinnacle EMS Leadership Forum and as the partner responsible for the Ambulance Service Manager and Communications Center Managers certification programs offered in collaboration with multiple professional associations.

Dr. Minge has an extensive background in healthcare finance specializing in managing billing and collections functions in multiple areas including pharmacy, home health, hospital, lab and ground and air medical transport. Prior to joining the firm, he was the business manager for Northwest Medstar in Spokane, Wash., one of the largest air medical programs in the Pacific Northwest. He also served as business manager of Children's Medical Center of Dallas Transport, one of the nation's busiest pediatric specialty transport services.

He has been directly involved in the development and management of ground and air services for hospital based and stand-alone ambulance services for several years. Dr. Minge's involvement in EMS industry education is extensive having served on the board and as guest lecturer for a billing and coding certification program, on state and regional advisory councils in Washington and Texas for ambulance services and safety/injury prevention committees, has authored multiple articles for EMS periodicals, and is a nationally recognized speaker.

Anthony earned a Bachelor of Business Administration from Midwestern State University, Wichita Falls, Texas, an MBA in Strategic Leadership from Amberton University in Garland, Texas, and a Doctorate of Education in Organizational Leadership from Argosy University, Dallas, Texas.



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