Emergency Medical Services for Children

PROGRAM MANAGERS MEETING

Working in Partnership with Your Community to Improve the Quality of Pediatric Emergency Care

April 29 - May 1, 2013 • Hyatt Regency Hotel • Bethesda, MD



Welcome

Dear State Partnership (SP) and State Partnership Regionalization of Care (SPROC) Grantees, Family Representatives, and Cultural Brokers:

On behalf of the Health Resources and Services Administration (HRSA), Maternal and Child Health Bureau, (MCHB) Emergency Medical Services for Children (EMSC) Program, it is my pleasure to welcome you to Bethesda, MD.

Many changes have occurred since we last met. This past year, the Program expanded to include six SPROC grantees. The purpose of this new grant program is to develop regionalized systems that encompass the sharing of resources and improve access to pediatric health care services for children and families in tribal, territorial, insular, and rural areas of the United States. In addition, the EMSC Program expanded its State Partnership grant program to include the Freely Associated States; the Republics of Palau and Marshall Islands, and the Federated States of Micronesia.

The Program also implemented the National Pediatric Readiness Project, the largest EMSC-facilitated pediatric quality improvement project to date (see www.PediatricReadiness.org). EMSC grantees play a large role in the success of this initiative.

As the Program continues to grow and take on new projects and responsibilities, it is important to note that partnerships within our community and amongst our grant program managers, family representatives, and cultural brokers will play an increasingly important role in all future activities of the EMSC Program. As such, our goal at this year's Program Managers Meeting is to identify building blocks of effective communication and best practices in the development of sustainable community partnerships that can drive quality improvement in your state. Sessions will focus on how program managers, family representatives, and cultural brokers from SP and SPROC can "Work in Partnership within their Community to Improve the Quality of Pediatric Care."

We look forward to the next three days of networking and collaboration. Remember staff from HRSA, the EMSC National Resource Center (NRC), and the National EMSC Data Analysis Resource Center (NEDARC) are here to answer your questions and provide guidance. Enjoy the meeting!



Elizabeth "Beth" Edgerton, MD, MPH
Branch Chief, EMSC and Injury and Violence Prevention
HHS/HRSA/MCHB

7:00 am – 8:30 am **Registration, Cyber Cafe, and Continental Breakfast** **Ballroom Foyer**

8:30 am – 10:30 am **Opening Session and Program Updates (HRSA, EMSC Resource Centers, and EMSC Partners)** **Haverford/Baccarat Ballroom**

Moderator: Elizabeth Edgerton, MD, MPH, HRSA
Presenters: Elizabeth Edgerton, MD, MPH, HRSA; Mike Ely, MHRM, NEDARC; Jaclynn Haymon, MPA, RN, EMSC NRC; Drew Dawson, NHTSA; Carlos Mena, MS, Office for the Advancement of Telehealth, ORHP; Jim DeTienne, president, NASEMSO; Gregg Margolis, PhD, NREMT-P, ASPR; and Kandra Strauss- Riggs MPH, NCDMPH

Welcome to the 2013 EMS for Children (EMSC) Program Managers Meeting! Dr. Edgerton will share meeting highlights and introduce this year's meeting theme: "Working in Partnership with your Community to Improve the Quality of Pediatric Emergency Care." Following her presentation, staff from the EMSC NRC, NEDARC, the National Highway Traffic Safety Administration (NHTSA), the Office of Rural Health Policy (ORHP), the National Association of State EMS Officials (NASEMSO), the Office of the Assistant Secretary of Preparedness and Response (ASPR), and the National Center for Disaster Medicine and Public Health (NCDMPH) will share information about their latest activities.

10:30 am – 10:45 am **Break** **Ballroom Foyer**

10:45 am – 12:15 pm **The Power of Non-verbal Communication** **Haverford/Baccarat Ballroom**

Moderator: Jaclynn Haymon, MPA, RN, EMSC NRC
Presenter: Joe Navarro, former Federal Bureau of Investigation (FBI) Counterintelligence Officer and author of What Every Body is Saying

Joe Navarro, a former FBI counterintelligence officer and internationally-recognized expert in the interpretation of non-verbal behavior, will give an exciting and informative talk on the role of non -verbal communication. The ability to assess and understand body language is extremely important when collaborating with community partners. Mr. Navarro will share his experience working with hundreds of individuals of different cultures and provide useful tips on how to interpret non-verbal cues to create a stronger working relationship. Following this session, Mr. Navarro is happy to spend some time to discuss and provide individual guidance.

12:15 pm – 1:15 pm **Mix and Mingle Buffet Lunch** **Ballroom Foyer**

1:15 pm – 2:00 pm **What's All The Hype About Regionalization And Why Is It So Important?** **Haverford/Baccarat Ballroom**

Moderator: Diane Fendya, MSN, RN, EMSC NRC
Presenters: Jeremy Kahn, MD, Pennsylvania SPROC grantee and Timothy Horeczko, MD, MSCR, California SPROC grantee

Regionalized systems of care, via established processes (i.e. categorization, destination protocols, and utilization of technology) provide opportunities for ensuring access to pediatric specialty care resources when the patient is in need. This session will provide a brief overview of regionalization, introduce two models of pediatric regionalization, and illustrate two state's efforts to improve pediatric emergency care in remote, tribal, and rural communities.

Daily Agenda

Monday, April 29

2:00 pm - 2:30 pm **Priming Your Way to Success** **Haverford/Baccarat Ballroom**

Moderator: Diana Fendya, MSN, RN, EMSC NRC
Presenters: Diana Fendya, MSN, RN; Jaclynn Haymon, MPA, RN; and Karen Belli, all of the EMSC NRC

Resources can provide assistance as grantees strive to gain a fundamental understanding of core components and inherent challenges in regionalizing pediatric care. During this session, EMSC NRC staff will introduce the recently released Inter Facility Tool Kit and the "soon-to-be-released" EMSC Regionalization Primer.

2:30 pm – 2:45 pm **Break** **Ballroom Foyer**

2:45 pm - 3:00 pm **Brief Remarks from Michael Lu, MD, MS, MPH Associate Administrator, HRSA, MCHB** **Haverford/Baccarat Ballroom**

3:00 pm - 5:15 pm **National Pediatric Readiness Project Update** **Embassy/Potomac/Patuxent (Session 1) Old Georgetown (Session 2) Haverford/Baccarat Ballroom (Session 3)**

Moderators: Patricia Schmuhl, Andrea Genovesi, MA, and Lenora Olson, PhD, MA, all of NEDARC and Diana Fendya, MSN, RN, EMSC NRC
Presenters: Elizabeth Edgerton, MD, MPH, HRSA; Mike Ely, MHRM, and Patricia Schmuhl, both of NEDARC; and Jaclynn Haymon, MPA, RN, and Susan Muma, both of the EMSC NRC

During this session, attendees will rotate through a set of three Peds Ready informational sessions: Session 1 - Quality Improvement and Sustainability; Session 2 - Show Me the Data; and Session 3 - Peds Ready Today and in the Future. Attend the sessions to (1) understand what tools are available in using Peds Ready data for quality improvement projects, (2) discuss preliminary national results, (3) understand the appropriate uses and sharing of Peds Ready data, and (4) understand the long-term goals of the Peds Ready Project and why it is an important opportunity for EMSC.

Daily Agenda

Tuesday, April 30

7:00 am – 8:30 am **Registration, Cyber Cafe, and Continental Breakfast** **Ballroom Foyer**

8:30 am – 9:30 am **Teaming Up Part 1: What Everyone Should Know About Cultural Brokers and Family Representatives** **Haverford/Baccarat Ballroom**

Moderator: Jocelyn Hulbert, HRSA
Presenters: Elizabeth Edgerton, MD, MPH, HRSA; Suzanne Bronheim, PhD, Georgetown University National Center for Cultural Competence; and Sandy Nasca, CMI-V, Alabama SP family representative

This session will discuss the growth of the EMSC Program with the addition of SPROC grantees and their cultural brokers, as well as the funding opportunity announcement for the SP grantees to have a family representative on board. Experts in the field of cultural competency and family-centered care will present how each is relevant to the SP and SPROC grants and the entire EMSC Program.

9:30 am – 10:30 am **Teaming Up Part 2: Working with A Cultural Broker and Family Representative** **Haverford/Baccarat Ballroom**

Moderator: Yolanda Baker, HRSA
Presenters: Timothy Horeczko, MD, MSCR, California SPROC grantee; Nina Surbaugh-Gibbs, California SPROC cultural broker; Debbie Kuhn, Nebraska SP grantee; Donna Downs, Nebraska SP family representative; Rhonda Phillippi, RN, Tennessee SP grantee; Paula Denslow, CBIS, Tennessee SP family representative; Robert Sapien, MD, New Mexico SP and SPROC grantee; Chad Kim, NREMT-P, New Mexico SP family representative; and Norman Cooeyate, New Mexico SPROC cultural broker

Join this panel of SPROC program managers and cultural brokers, as well as SP program managers and family representatives, to learn how they are collaborating to meet grant objectives that have led to successful outcomes and to discuss challenges they have faced in their partnerships.

10:30 am – 10:45 am **Break** **Ballroom Foyer**

10:45 am – 12:15 pm **Teaming Up Part 3: Putting It All Together** **Haverford/Baccarat Ballroom**

Moderator: Anthony Gilchrest, MPA, EMT-P, EMSC NRC
Presenters: (Group Activity)

Attendees will participate in a group activity to share experiences and generate ideas on ways to enhance collaboration between SPROC and SP grantees.

12:15 pm – 1:15 pm **Mix and Mingle Buffet Lunch** **Ballroom Foyer**

1:15 pm – 3:30 pm **EMSC Regions: Catching Up on Old Times** **Haverford/Baccarat Ballroom (Inactive Regions)**
Old Georgetown (IRECC)
Embassy/Potomac/Patuxent (Atlantic)
Congressional (PIER)
Susquehanna/Severn (SPROC)

Moderator: Anthony Gilchrest, MPA, EMT-P, EMSC NRC
Presenters: (Group Activity)

Identifying and nurturing effective and sustainable community relationships is the goal of this year's meeting. To succeed in this endeavor, however, grantees must reach out to all populations, including speciality populations, and integrate these groups into SP and SPROC programs. Grantees in active EMSC regions (IRECC, Atlantic, and PIER) and SPROC grantees will work in their respective regional groups. The first half of each regional meeting will be dedicated to discussing special populations in the individual states/regions, identifying some common challenges and best practices among your colleagues to ensure that state EMSC programs effectively integrate cultural differences and special populations. The second half of the session will focus on regional business. Those grantees who do not participate in regularly scheduled regional meetings will team up in smaller groups. These groups will also spend initial discussion time addressing special populations and will then have opportunities to discuss topics of interest identified by the group the last half of the session.

3:30 pm – 3:45 pm **Break** **Ballroom Foyer**

Daily Agenda

Tuesday, April 30

3:45 pm – 5:00 pm **EMSC Regions: Report Out** **Haverford/Baccarat Ballroom**
Sharing of EMSC Secrets Regarding Special Populations

Moderator: Anthony Gilchrest, MPA, EMT-P, EMSC NRC
Presenters: (Group Activity)

At the end of the regional meeting discussions, all grantees will meet in the general session room to report out to the larger grantee group. Each region/group should identify one person to be the group's spokesperson.

Daily Agenda

Wednesday, May 1

7:00 am – 8:30 am **Continental Breakfast and Cyber Cafe** **Ballroom Foyer**

8:30 am – 12:00 pm **Family Advisory Network Working Session** **Embassy/Patuxent/Potomac**

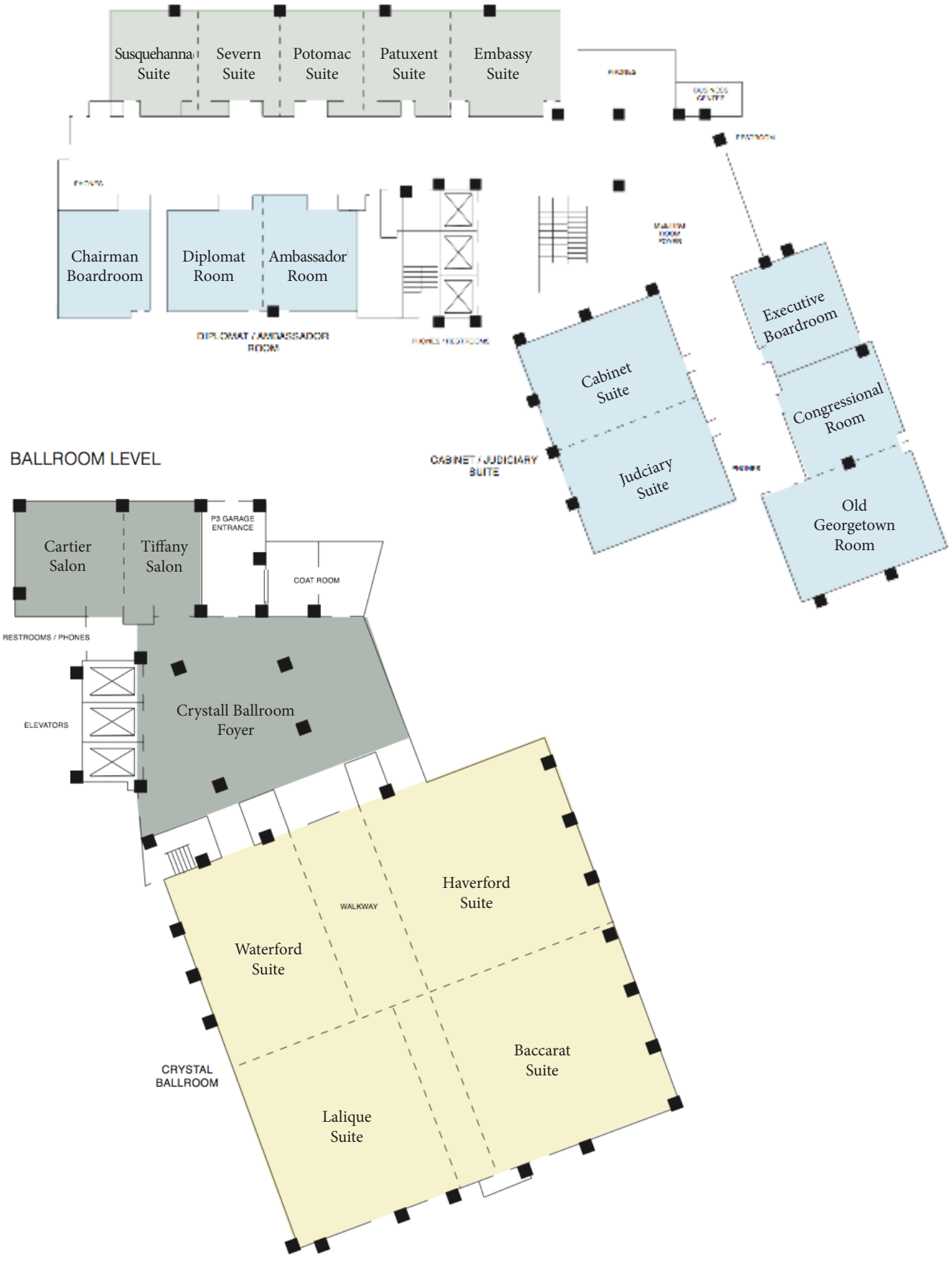
Moderator: Rinal Patel, MPH, EMSC NRC and Jocelyn Hulbert, HRSA
Presenter: Melissa Krall, Nevada SP family representative and Debbie Wiederhold, Texas SP family representative

This interactive session will bring together family representatives to continue discussion on increasing Family Advisory Network engagement in EMSC-related events and partnerships.

12:30 pm – 5:00 pm **NASEMSO Post-meeting** **Embassy/Patuxent/Potomac**

The National Association of State EMS Officials (NASEMSO) will hold a Post-meeting from 12:30 pm to 5:00 pm on Wednesday, May 1. **The meeting will continue in the main Ballroom from 9:00 am to 1:00 pm on Thursday, May 2.** For more information about this meeting, visit www.nasemso.org.

Hotel Floor Plan





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