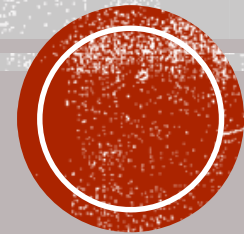




# ENOUGH TALK ABOUT PATIENT CARE! LETS TALK BUSINESS!

Pulse Check Conference – September 22, 2018



EMS  STRONG

**E5** SUPPORT SERVICES, LLC

CHAT



# HOW GOOD ARE YOU?

- What plagues our agencies?
- What direction are you going?
- Who is going to point us where we need to go?
- No one has a lot of money...how do we do it cheaper?



# THEN WHY DO WE LEAN ON:

“Well patient care has to come first”

“We are a small agency, we can’t do that”

“We have always done it that way”





THIS IS STILL NEW TO ME



WE WILL GET TO IT

Friends



TIME FOR A BREAK...IT'S FAIR

Happy  
Thanksgiving



Happy Holidays

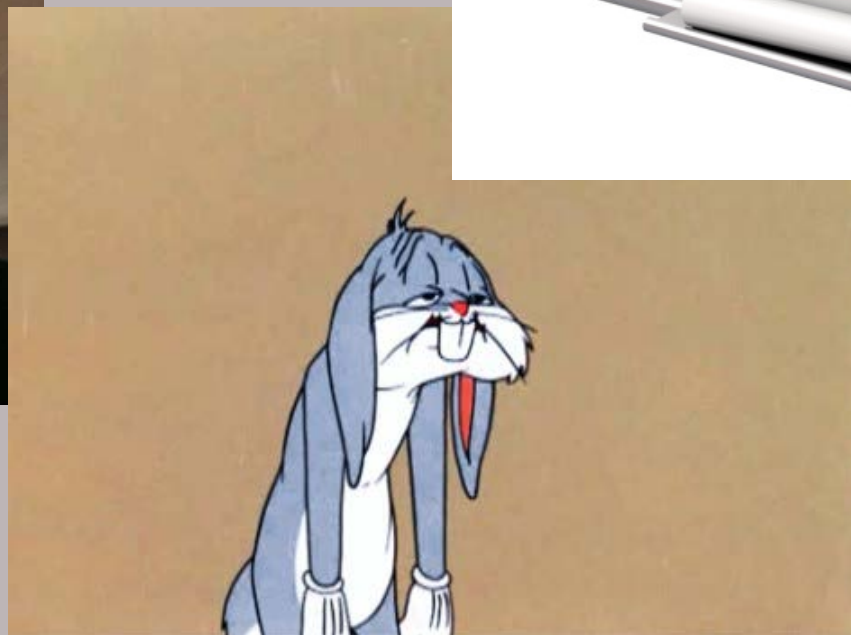
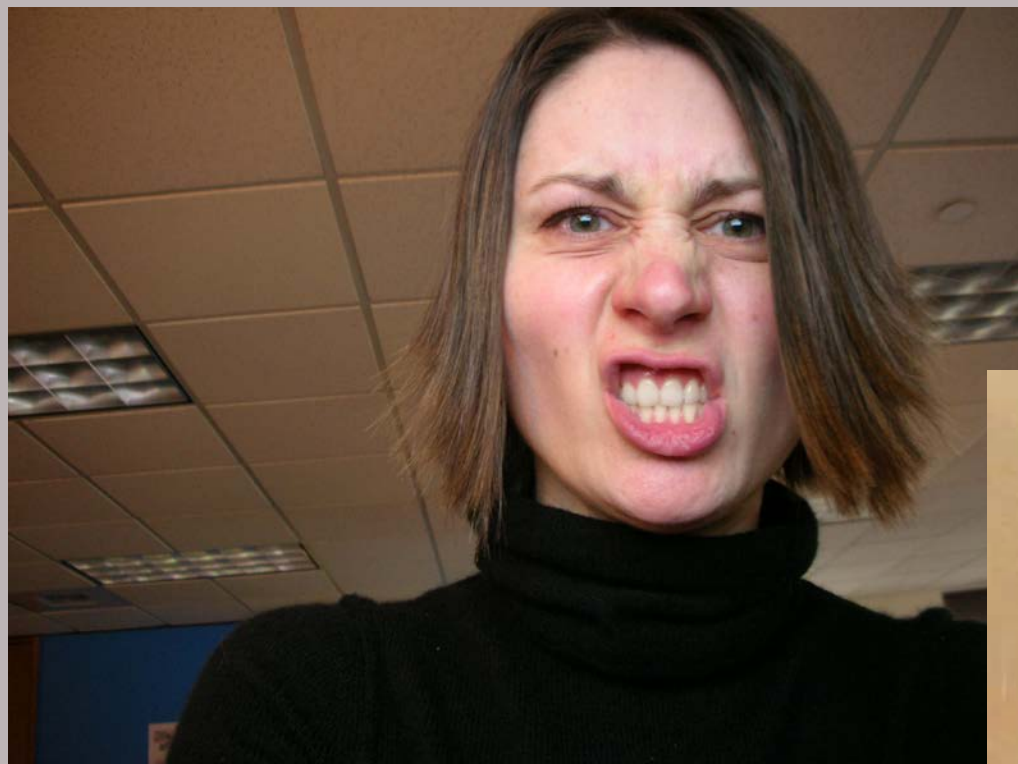




BASK IN THE CROWD



# WE GET TIRED...



# WHERE IS THE TORCH?



# SELF CENTERED LEADERSHIP

- Favors
  - Fulfills requests for personal gain
- Performance awards
  - Seldom done unless personal gain
- Work-related travel
  - Take advantage of it
- Involvement
  - Limited unless self image is jeopardized
- Patience
  - Negative impact – no patience
- Self Promotion
  - Claim credit for someone else's success
- Negative motivation
  - Employees have (-) effect when interacting
- Intimidation
  - Use position to get others to do the work



# TRUE LEADERS...

Are bred, not born!

Comes from making mistakes.

Have the ability to flock towards conflict, not drama.



# ACCOUNTABILITY STARTS WITH YOU!

Feel the pressure yet?

Are you able to contemplate a new mentality?

Can you cope with being a number?



# IT COMES DOWN TO...

Good communication between personnel to delegate tasks.

Use integrative thinking instead of the conventional thinking.

Check in on your people (Accountability of your members).

Having the financial resources to keep the doors open.



# ARE YOU LISTENING?

Listening is our least developed comprehensive skill.

70% of our day is spent communicating.

45% of communication time is spent listening.

We only retain 33% of what is said to us.





# FOUR RULES OF GOOD LISTENING

- 1) Think ahead of the talker.
- 2) Weigh the evidence used to support his/her points.
- 3) Mentally review and summarize each point as it is said (Is it valid, if not question it).
- 4) Watch for NON-Verbal communications.



# INTERACTIVE THINKING

“They have the predisposition and the capacity to hold in their heads two apposing ideas at once. And then, without panicking or simply settling for one alternative or the other, they’re able to creatively resolve the tension between those two ideas by generating a new one that contains elements of the others but is superior to both”

~Roger Martin

The Opposable mind: How Successful Leaders Win Through Interactive Thinking



# FOLLOW UP



# SHOW ME THE MONEY

Numbers reveal the abilities of the future.

## **Basic insurance practices**

BLS rate ranges from \$400 – 600 per call

ALS 1 rate ranges from \$1000 - \$1300 per call

ALS 2 rate ranges from \$1600 - \$1800 per call

## **Excludes mileage**

Urban - \$25.00 a mile

Suburban/rural - \$12.00 - 15.00 a mile



# MONEY GAME

Name of call	Average cost	Use	% of calls	200 calls	500 Calls	1000 Calls	1500 Calls	2000 Calls
BLS Rate	\$400-\$600	500	70%	70,000	175,000	350,000	525,000	700,000
ALS 1 Rate	\$1000 - \$1300	1150	20%	46,000	115,000	230,000	345,000	460,000
ALS 2 Rate	\$1600 - \$1800	1500	10%	30,000	75,000	150,000	225,000	300,000
				146,000	365,000	730,000	1,095,000	1,460,000

## **Excludes mileage**

Urban - \$25.00 a mile

Suburban/rural - \$12.00 - 15.00 a mile



# NEW FIRST YEAR PLAN

Predetermined from prior leadership

- % Operations
- % Insurance
- % Staffing (Optional)
- % Debt Services



# 3 YEAR PLAN

Should it be the same?

Wouldn't you like to get more...what about less?

How do we get there?



# 5 YEAR PLAN

It is your goal.

It must be flexible.

You must share it!





# IT COMES DOWN TO...

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Having the financial resources to keep the doors open.



# ***QUESTIONS, COMMENTS OR CONCERNS?***

***Thank You!***

***Doug Wildermuth***

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