



WAVE 2011 Education Topics

November 17-18, 2011

Austin Convention Center, Austin, Texas

KEYNOTE ADDRESS

Hospital Information Exchange: The Future of Medicine

J. Brent Myers, M.D., Director, Wake County EMS Systems

HIE? This is not the torture by the entry of random trivia into the patient care report—this is the future of medicine. Errors due to lack of information are no longer acceptable, and measuring process rather than outcome is sooooo yesterday. Come learn how a true, effective HIE will help our patients, help us, and may be the only thing that can save our healthcare system.

GUEST SPEAKER PRESENTATIONS

Is Your Organization "Built" for Innovation?

Kelly Curry, BS RN, Professional Associate, Integral Performance Solutions

Healthcare organizations are being forced to reassess and innovate at a very quick pace. In this changing climate, readiness for change and flexibility are essential to going forward. What does that mean for you as a leader? In this session, we will discuss this problem and look at some cases of innovation readiness.

Pitfalls and Myths of EMS Documentation

David J. Givot, Attorney and Paramedic

While every agency is different and documentation styles vary from person to person and place to place, it is also universally true that patient care reports must contain certain common and not-so-common elements and that some elements should be omitted altogether. In this energetic and interactive session, EMS leadership will laugh, learn and develop an understanding of what providers need to document and why. We will discuss common errors and pitfalls of reviewing and correcting documentation as well as myths such as "if you didn't write it, you didn't do it." We will discuss strategies and techniques for coaching field providers so that we can be sure that every PCR—especially non-transports—is accurate, complete, and written with the best interest of the patient AND the provider in mind.

Best Practices for Post-Training Follow-up

Darin Inda, Information Technology Systems Manager, EMS Instructor and Paramedic, Universal-Macomb Ambulance

You and your staff have received training on the ESO Pro system. Now what? This session explores strategies for helping administrators evaluate your department's ePCR data entry process to ensure data quality and consistency. The presenter will review actual learning experiences overcoming the challenges associated with the "difficult employee" and those who resist adoption of an ePCR system.

Getting to Know ESO's New Hospital Data Exchange and Clinical Data Repository Systems

Allen Johnson, Executive Director – Emergency Services, HCA Gulf Coast Division

Share data with hospitals like never before using ESO's new HDE and CDR products. This session focuses on how these new and revolutionary systems work, how to implement them in your organization and how to use the outcomes data you collect.

What's New in Ambulance Reimbursement

Kim Stanley, Chief Compliance Officer, EMS Management & Consultants, Inc.

Confused about the recent changes to Healthcare Reform regulations? This session will guide you through the most recent regulatory changes and how they affect ambulance suppliers. Topics will include the recent Medicare Fee Schedule updates, Accountable Care Organizations (ACO), recent HIPAA HITECH rulings and Medicaid payment regulations. Healthcare Reform also has triggered an increase in the number of audits. Come hear a review of recent audit findings and discuss steps that all ambulance suppliers should take to ensure their documentation is fully compliant.

Prehospital Research and the Utilization of the ESO ePCR: the Alabama ROC Experience

Shannon W. Stephens, EMTP, Research Program Manager, Department of Emergency Medicine, University of Alabama at Birmingham

Find out how the integration of the ESO ePCR has improved prehospital research in Alabama and how you, too, can become a ROC Star!

Using Data for Improvement

David M. Williams, Ph.D., Principal/Chief Improvement Advisor, Positive Eye Consulting, Inc.

For years, EMS administrators have been struggling to capture data and have access to information that supported making positive changes, and what data they *did* have was used for accountability and assurance. Nowadays, they log in into their administrative portal only to discover that they *have more* data than they know what to do with! In this session, learn about how to use your data for improvement. The discussion will include establishing data collection plans, using different types of measures and displaying data to enhance interpretation and tell your improvement story.

PANELS

Users Helping Users

ESO Users/Steering Committee Members

Take advantage of the opportunity for Q&A with a panel of seasoned ESO users. This user-driven session will provide ESO customers and prospects the chance to discuss anything ePCR-related under the sun.

Technology in Action: User Stories

ESO Users/IT Experts

Learn from a panel of ESO users as they discuss mobile security and connectivity, hardware options, maintenance and the different configurations they are currently using to run ESO Pro Mobile in the field.

ESO EDUCATION TRACKS

Are You Making the Most of ESO QM?

Pat Piper, ESO Implementation Specialist

In spring 2011, ESO Solutions rolled out ESO QM, giving ESO Pro administrators the ability to oversee operational, clinical and financial processes in parallel from one easy-to-use application. Are you making the most of the robust Clinical, Documentation, Billing and Outcomes Review modules that are available to you as part of the ESO Pro package? Join us for an in-depth look at how ESO Pro QM is *your* comprehensive quality management solution.

How to Effectively Use ESO Pro Mobile in the Field

Andy Arreola, Paramedic, Austin-Travis County EMS and ESO Trainer
Corey Ricketson, ESO Senior Account Representative

See ESO Pro Mobile in action as you are taken you through a typical call that uses the ESO mobile application to document patient care—right at the patient’s side.

Drum Roll Please ... It’s ESO Personnel Management!

Brad Cottrell, ESO Account Representative

Be among the first to take a look at ESO’s brand new personnel management application—delivering you automated, seamless tracking of employee work history, training, certifications, immunizations and other relevant data from the ESO Pro Suite.

Powerful Reporting Tools at Your Fingertips: ESO Pro Ad Hoc Reporting

Billy Craft, ESO Implementation Specialist

ESO’s ad hoc tool gives you a number of ways to query data, export and schedule reports and much more. Learn the basics of ESO Pro Ad Hoc in this informative class.

The Evolution of ESO Pro V4

Pat Piper, ESO Implementation Specialist

ESO Pro V4 continues to evolve to meet the needs of our users. The session will highlight and review some of the new administrative functionality and ePCR features that ESO rolled out in 2011.

What's in Store for ESO Pro Version 4.7

Dustin Barton, ESO Vice President of Product Management

In this session, you will become familiar with some of the exciting updates you can expect with soon-to-be-released ESO Pro V4.7. Be among the first to learn about what's in store for the ESO Pro ePCR Suite!

ESO Pro Ad Hoc 2.0: A Closer Look at LogiXML

Billy Craft, ESO Implementation Specialist

This session will introduce you to some of the advanced features available in LogiXML, including the use of multi-parameter reporting tools such as heat maps and interactive data values. In addition, you will learn how to create custom SQL calculations with your data.