

PROFESSIONAL EXPERIENCE

[MedStar Mobile Healthcare, Fort Worth, Texas](#)

11/2008 – Present

Chief Transformation Officer (February 2012 – Present)

Operations Director (November 2008 - February 2012)

MedStar responds to over 170,000 responses per year with a fleet of 65 ambulances. As Operations Director - Responsible for the overall operations of a high performance, all ALS EMS provider covering Ft. Worth and 14 surrounding cities. As CTO – Responsible for agency transformation, external and interagency relationships, new strategic initiatives, healthcare system integration and media relations.

Key Achievements:

- Developed and implemented multiple Mobile Healthcare Programs for patient navigation and negotiated multiple paid contracts for patient navigation
- JEMS EMS 10 recipient, First time an entire **agency** has won the award
- EMS World/NAEMT Paid EMS Provider of the Year
- Texas EMS Provider of the Year for 2010
- Attained first ever CAAS Accreditation with a perfect, no deficiencies score

[University of Central Florida, College of Health and Public Affairs, Orlando, FL](#)

8/2002 – 5/2014

Adjunct Faculty

Develop and provide instruction in traditional and non-traditional (WebCT) venues for students pursuing degrees in Healthcare Administration.

Key Achievements:

- Two classes per semester in Healthcare Economics and Policy, U.S. Healthcare Systems, Managed Care and Healthcare Finance

[Tri-State Ambulance, Inc., La Crosse, WI](#)

12/2006 – 11/2008

Director

Responsible for the operations and improvement of a healthcare system affiliated ambulance service providing 9-1-1 EMS operations in five counties and sole ALS provider for 2,200 square miles of western Wisconsin and eastern Minnesota.

Key Achievements:

- Successfully lead a complete management re-organization
- Implemented Emergency Medical Dispatch using Priority Dispatch® AMPDS®
- Developed comprehensive compliance program for billing and field operations
- Implemented a community health program for the administration of vaccines in the home and workplace

[Volusia County \(FL\) Government](#)

4/2002 – 10/2006

Emergency Medical Services Director

Responsible for the regulation, operational and clinical oversight and improvement of fourteen agencies providing over 70,000 emergency medical services responses annually to a population of more than 1,000,000 residents and visitors to a high tourist market.

Key Achievements:

- Authored and assured promulgation of comprehensive rewrite of EMS Ordinance, including the requirement for EMS agencies to provide closest unit response across jurisdictional boundaries to reduce emergency response times
- Oversee budget of \$12 million for non-profit ambulance contractor
- Implemented a comprehensive incident-level data reporting and analysis process to identify areas for clinical and operational improvement

[The Health Council of East Central Florida, Inc. Orlando, FL](#)

4/2000 – 4/2002

Executive Director

Responsible for the management, development and oversight of a regional healthcare not-for-profit public policy agency.

Key Achievements:

- Managed Certificate of Need process for hospital service line expansions
- Conducted research on non-emergency use of emergency rooms to revise delivery models

Education:

University of Central Florida, College Health and Public Affairs, Orlando, FL

12/2001

Master of Science – Healthcare Services Administration

Graduate Certificate – Healthcare Data Management

University of Bridgeport, Bridgeport, CT

5/1985

Bachelor of Science – Business Management/Public Administration

Professional Certifications:

- State of Texas - EMT (2009 – Present)
- National Registry of EMTs – Registered EMT (2009 – Present)
- Emergency Medical Dispatch – National Academy of EMD (1993 – 2009)
- National Registry of EMTs – Registered Paramedic (1986 – 2001)
- National Academy of Emergency Medical Dispatch - EMD Instructor (1993 – 2002)
- Emergency Medical Services - Instructor (1987 - 1996)
- Advanced Cardiac Life Support - Instructor (1994 - 1996)
- Pre-Hospital Trauma Life Support - Instructor (1986 - 1991)

Professional Affiliations:

- Board Member/Immediate Past President** – National Association of EMTs (2012 - Present)
- Editorial Advisory Board** – EMS World Magazine (2012 – Present)
- Mobile Integrated Healthcare Editor** – Journal of Emergency Medical Services [JEMS] (2014 - Present)
- Committee Chair** – Academy of International Mobile Healthcare Integration [AIMHI] (2012 - Present)
- Committee Chair** – EMS Economic Committee [NAEMT] (2015 - Present)
- Instructor** – NFPA MIH Implementation for Fire Service (2015 – Present)
- Committee Member** – NFPA 450 (EMS) & 451 (MIH) Committees (2015 – Present)
- Program Chair** – NAEMT EMS Transformation Summit, Washington, DC (2015, 2016, 2017, 2018, 2019, 2020)
- Steering Committee Appointee** – Promoting Innovation in EMS Project (2014-2019)
- Appointee** – Institute of Medicine, Healthcare Policy Workgroup on the Impact of the Patient Protection and Affordable Care Act on U.S. Preparedness Resources and Programs (2013)
- Steering Committee Appointee** – NHTSA Project - Model EMS System of the Future (2014)

Professional Achievements:

- Recipient** – “EMS-10 Innovator”; Journal of Emergency Medical Services (2010, 2013, 2018)
- Recipient** – “Injury Prevention Program of the Year”; Texas Department of Health. (2019)
- Recipient** – “EMS Provider Agency of the Year”; NAEMT/EMS World (2013)
- Recipient** – “Paid EMS Agency of the Year”; Texas Department of Health. (2010)
- Recipient** – *Regent’s Award*; American College of Healthcare Executives (2001)
- Book Co-Author** – *Mobile Integrated Healthcare – Approach to Implementation*, Jones & Bartlett. (2014)
- Chapter Author** – *Introduction to Community Paramedicine & Community Needs Assessment*, Community Health Paramedicine - Jones & Bartlett Publishing (2019)
- Chapter Author** – *Your Future Career in EMS*, Caroline Paramedic Textbook - Jones & Bartlett Publishing (2017)
- Chapter Author** – *Mobile Integrated Healthcare for the Geriatric Patient*, GEMS Textbook - Jones & Bartlett Publishing (2014)
- Chapter Author** – *Levels of Ambulance Service*, Managing Ambulance Services, Pearson Publishing (2014)
- Presenter** – EMS World Expo (2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021)
- Presenter** – EMS Today (2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021)
- Presenter** – Pinnacle EMS Leadership Conference – Power Seminars (2013, 2014, 2015, 2016, 2017, 2018, 2019, 2021, 2022)
- Presenter** – Homecare 100 Leadership Conference – *EMS-MIH Collaborations with Home Care and Hospice* (2014 & 2017)
- Published** – EMS World – 12-part monthly series “Promoting Innovations in EMS” (January – December 2018)
- Published** – EMS World – 12-part monthly series “High Value EMS” (January – December 2017)
- Published** – JEMS “Beyond Glucose – Point of Care Testing in EMS” (June 2016)
- Published** – EMS World – 12-part monthly series “MIH Roadmap for Success” (January – December 2015)
- Published** – JEMS Special Supplement – “Doing it Right – MIH Programs” (September 2015)
- Published** – JEMS Special Supplement – “MIH Technology Innovations” (November 2015)
- Published** – JEMS “International Models of EMS-MIH” (June 2015)
- Published** – JEMS “MIH Outcome Measures Project” (May 2015)
- Published** – EMS Insider “MIH from the Payer’s Perspective” (4 Part Series; March – July 2014)
- Published** – JEMS “New Role of Patient Experience for EMS” (February 2014)
- Published** – JEMS “Imparting Knowledge and Restoring Hope – MIH in Action” (February 2014)
- Published** – EMS World “Value-Based Purchasing for EMS” (March 2014)
- Published** – EMS Insider “BOLO – Situational Awareness in EMS” (November 2014)
- Published** – EMS Insider “Redefining EMS” (March 2013)
- Published** – EMS Insider “Clinical Benchmarks that Matter” (January 2013)
- Published** – EMS World “Cultivating Stakeholder Relationships” (December 2012)
- Published** – EMS Insider “New Model for EMS – Community Health” (December 2010)
- Published** – EMS World “Cultivating Stakeholder Relationships” (December 2012)