SUMMARY OF QUALIFICATIONS:

- Experienced healthcare professional skilled in leveraging resources and leadership through cross functional and multi-disciplinary teams, in hospital and prehospital environments, to achieve results.
- Experienced paramedic, educator, and administrator with experience in ground, fixed, and helicopter air-medical transport.
- Background includes experience in research and several years of teaching American Heart Association (ACLS/PALS), BTLS/PHTLS, and Paramedic training courses.

EDUCATION:

D.B.A.(c) Liberty University, School of Business, Lynchburg Virginia, May 2022-present

- Doctor of Business Administration Healthcare Management
- DBA Candidate, expected completion in 2026
- M.B.A. University of Phoenix, Wayne, Pennsylvania. June 2004-May 2006
 - Master of Business Administration Change Management
- B.S. Grand Canyon University, Phoenix, Arizona. Spring 1999-December 2003
 - Bachelor of Science in Biology
 - Minor: Chemistry

Phoenix College, Phoenix, Arizona. 1988-1992

- EMT, EMT-I, & Paramedic Training along with various undergraduate courses
- Paramedic Certification, Nationally Registered Paramedic

Glendale Community College, Glendale, Arizona. 1995-1996

• Firefighter I & II Academy, Hazardous Material Operations, and NFPA 1001 Certification

WORK EXPERIENCE:

Lehigh Valley Health Network - Lehigh Valley Heart Institute, Allentown, PA

Clinical Quality Specialist, Cardiothoracic Surgery, Vascular Surgery, Cardiogenic Shock, and Extracorporeal Life Support Programs, March 2022-Present

- Identification of clinical & process improvement opportunities to drive change and improve care, morbidity, and mortality. Facilitate and advise multidisciplinary internal quality improvement and quality assurance teams.
- LIFENET System Administrator
- Adjunct Faculty at the George E. Moerkirk Emergency Medicine Institute instructor for ACLS, PALS, PHTLS, and Paramedic Training Programs

Lehigh Valley Health Network - Lehigh Valley Heart Institute, Allentown, PA

Regional Program Coordinator, ACS-STEMI & Cardiogenic Shock / Acute Mechanical Circulatory Support Programs, April 2015 – March 2022

• Management and oversight of the regional ACS-STEMI, Therapeutic Hypothermia, and Regional Cardiogenic Shock/Acute Mechanical Circulatory Support programs.

Lehigh Valley Health Network – Department of Emergency Medicine, Division of EMS, Allentown, PA *Prehospital Quality Specialist*, July 2012 – April 2015

- Serve as the liaison and direct contact between LVHN EMS Medical Directors and EMS agencies.
- Collaborate with Service Medical Directors on patient care related issues and educational opportunities identified through the QA / PI process in order to engage and facilitate resolution with local and regional EMS agencies.
- Manage and coordinate special technology projects related to EMS communications and telemedicine including:
 - > The development of an EMS mobile application (EMS PRO) for iOS and Android platforms.
 - > <u>Network acquisition of the CAREpoint System from General Devices.</u>
 - The implementation of the LIFENET System from Physio Control throughout the health network and assuming the role of the LVHN LIFENET Administrator.
- Adjunct Faculty at the George E. Moerkirk Emergency Medicine Institute teaching ACLS, PALS, PHTLS, and adjunct faculty for the EMT-Paramedic training program.

City of Bethlehem, Bethlehem, PA

Paramedic, 2014 – Present

• Part-time paramedic for a busy, urban, dual-paramedic, 911 municipal ground-ambulance service

Borough of Emmaus, Emmaus, PA

Paramedic, 2012 - Present

> Part-time paramedic for a suburban 911 municipal ground-ambulance service

Temple Transport Team (T³) – Temple University Health System, Philadelphia, PA

Operations Manager - Ground Division & Transfer Center (Temple University Hospital), 2010-2012

- Responsible for the operation and oversight of a 6,000 transport per year Critical Care Transport ground ambulance service
- Responsible for operations and oversight of the Temple University Hospital Transfer Center. TempleUniversity Hospital is large, non-profit, 740-bed academic medical center.
- Administrator on call for the TUH Transfer Center and Critical Care Transport Team.
- Member of Temple University Hospital Extended Senior Leadership Team

Gift of Life Donor Program Philadelphia, PA

Advanced Practice Transplant Coordinator, 2003-2010

- Provided guidance and assistance to clinical transplant coordinators with critical care donor management, optimization of marginal organ function, donor instability, rapid recovery, and the navigation of difficult situations and circumstances in order to facilitate the donation & recovery process.
- Indirect supervision and management of a team of 32 transplant coordinators.
- Responsible for the transportation of organ donors to in-house operating rooms and coordinating the organ recovery process out-of-hospital.
- > Training in advanced procedures including bronchoscopy, central line placement, and arterial lines.
- OPO Research Coordinator collaborated with numerous universities and academic medical centers tofacilitate research projects approved by the GLDP Medical Advisory Committee.

LifeNet of Arizona (Rocky Mountain Helicopters, LLC. and Air Methods Corporation) Phoenix, AZ Critical Care Flight Paramedic, 1997-2003

- Full-time, helicopter, Critical Care Flight Paramedic CCEMT-P
- Care and treatment of critically ill medical and trauma patients in prehospital and interfacility environments for a large CAMTS certified rotor-wing program. Treatment included many advance practice skills such as central line placement, and rapid sequence intubation utilizing paralytics.
- Community Educator- assisted with numerous outreach education activities aimed at physicians, medical students, physician assistants, nurses and paramedics. Forums included RSI, advanced/difficult airway management, surgical cricothyrotomy, and central line placement at cadaver labs, trauma nurse courses (TNS, TNCC and FNATC), medical student training and presentations/workshops for prehospital providers.

Maricopa County Sheriff's Office Phoenix, AZ

Lake Patrol Paramedic – Per-Diem Civilian Employee, 1998-2003

Part of the MCSO lake patrol law-enforcement team. Provided advanced life support capabilities at remote lakes in rural Maricopa County during the peak season.

Tolleson Fire Department Tolleson, AZ

Firefighter/Paramedic, 1995-1997

- > Part-time firefighter/paramedic for a municipal fire department in a suburb of Phoenix.
- > Department was on the Phoenix Fire Dept CAD system and provided automatic aid to Southwestern Phoenix.

Native American Air Ambulance Mesa, AZ

Flight Paramedic - Fixed Wing, 1995-1996

Care, treatment, and transport of critically ill medical and trauma patients from remote community hospitals to urban tertiary care centers for a CAMTS certified (then fixed-wing only) air ambulance service.

Southwest Ambulance Mesa, AZ

Lieutenant/Paramedic, 1989-1997

Responsible for care, treatment, and transport of the sick and injured for a large, private, ground ambulance service. Field supervisor – responsible for 2 stations, 18 employees, and 3 ambulances. Operations included urban and rural 911, as well as non-emergency transports.

United States Army Aschaffenburg, Germany

Combat Engineer (12B), 1986-1988

- Recipient of the Army Commendation Medal
- Honorable Discharge

PROFESSIONAL CERTIFICATIONS:

- > Arizona EMT-P Certification (**PARAMEDIC**), 1992-2004
- > Pennsylvania EMT-P Certification (**PARAMEDIC**) 2003-Present
- National Registry Paramedic Certification (NRP), June 1992-March 2004 & February 2012-Present
- Critical Care Paramedic UMBC at Western Kentucky University (CCEMT-P) 1999-2005
- Advanced Cardiac Life Support Instructor (ACLS-I), 1992 present
- > Pediatric Advanced Life Support Instructor (PALS-I), 1993 present
- > Prehospital Trauma Life Support Instructor (PHTLS-I) 2013-present
- > Pennsylvania EMS Instructor (EMS-I) December 2013-present
- > Hazardous Materials Operations Level Pro-Board (HAZMAT OPS) June 2019-present
- Emergency Medical Operations for CBRNE Incidents FEMA/DHS (EMO-ICE) October 2019

PUBLICATIONS:

An educational intervention allows for greater prehospital recognition of acute stroke.

Henry-Morrow TK, Nelson BD, Conahan E, Mathiesen C, Glenn-Porter B, Niehaus MT, Porter LM, Gesell MR, Monaghan GT, Jacoby JL. Am J Emerg Med. 2017 May 24. pii: S0735-6757(17)30417-5. doi: 10.1016/j.ajem.2017.05.036. PMID: 28592375

Improvement of Pre-hospital Myocardial Infarction Alerts as a Measure for Increasing Value of Health Care Delivery in Patients with Suspected ST-Segment Elevation Myocardial Infarction

Authors: Jeanne L. Jacoby MD, Bryan D. Nelson MBA, NR-P, Orlando E. Rivera RN, Kashyap Kaul DO, Rachael Chaska, et al. 1/2022. Publication: USF-LVHN SELECT

Accuracy, Resource Utilization, and Sex and Race Differences of Myocardial Infarction (MI) Alerts: A Single-Center Experience in the Application of a Pre-Hospital Personnel Electrocardiogram (ECG) Education and Transmission Intervention

Authors: Rachael Chaska, Jeanne L. Jacoby MD, Bryan D. Nelson MBA, NR-P, Orlando E. Rivera RN, Kashyap Kaul DO, et al. 1/2022. Publication: USF-LVHN SELECT

Gopal, J.V., McLaughlin, C.J., Nelson, B.D., Rivera, O.E., Kaul, K., Ferdock, A.J., Matuzsan, C., Yazdanyar, A.R., Feldman, B.A., & Jacoby, J.L. (2022). **Reducing STEMI Door to Balloon (D2B) Time Using NEAR Criteria and Prehospital EKG Transmission** [Poster]. Poster presented at National Association of Emergency Medical Services Physicians Annual Meeting, Tampa, FL.

Patel, A.Y., McLaughlin, C.J., Nelson, B.D., Rivera, O.E., Chaska, R.M., Kaul, K., Yazdanyar, A.R., Ferdock. A.J., Matuzsan, Z.M., & Jacoby, J.L. (2022). Sex Differences in Door to Balloon Time with Prehospital Activation: Is There a Difference? [Poster]. Poster presented at National Association of Emergency Medical Services Physicians Annual Meeting, Tampa, FL.

PROFESSIONAL ORGANIZATIONS AND VOLUNTEER POSITIONS:

- FEMA/HHS ASPR Healthcare Resiliency Task Force (HRTF) Member of the Prehospital/EMS Working Group March 2020 - July 2020
 - The Federal Healthcare Resilience Task Force (HRTF) led the development of a comprehensive strategy for the U.S. healthcare system to facilitate resiliency and responsiveness to the threats posed by COVID-19. The Task Force's EMS/Pre-Hospital Team was comprised of public and private-sector Emergency Medical Service (EMS) and 911 experts from a wide variety of agencies with a concentration on the needs of the pre-hospital community. The team was comprised of subject matter experts from NHTSA Office of EMS, CDC, FEMA, USFA, US Army, USCG, and non-federal partners representing stakeholder groups and areas of expertise. The team, led by the NHTSA Office of EMS, developed resources and provided guidance for EMS providers, agencies, and associations during initial phase of the COVID-19 pandemic. Transitioned to NHTSA OEMS advisory prehospital working group in July 2020 Present.

> NREMT (National Registry of Emergency Medical Technicians)

- Board of Directors July 2021- present
- Member of the Communications Committee
- Member of the **Research Committee**

> NAEMT (National Association of Emergency Medical Technicians)

- Region 1, Board of Directors 2019-2021
- Member of the EMS Economics Committee 2020-2022
- o Member of the Disaster Preparedness Committee 2023 present
- o Member of the EMS Workforce Committee 2019-2022 and 2023-present
- o Liaison to National Registry of EMTs [NREMT] 2019-2022
- Representative to NFPA Technical Committee 1999 PPE
- *Member of the National EMS Data Committee 2013-2018*
- Member of the National EMS Transformation Committee 2018-2020

> NFPA (National Fire Protection Association)

 Principal - Technical Committee on Protective Clothing, Ensembles, and Equipment for Technical Rescue Incidents, Emergency Medical Operations, Wildland Firefighting, and Urban Interface Firefighting (FAE EMS – NFPA 1950)

Eastern PA EMS Council

- Board of Directors 2017-2022
- Eastern PA MedCom, LLC.
 - Board of Directors 2016-2022

National Association for Healthcare Quality Member

AWARDS:

- > Adjunct Faculty Member of the Year, 2019– George E. Moerkirk Emergency Medicine Institute
- Presidential Leadership Award, September 2020 National Association of Emergency Medical Technicians (NAEMT), presented at EMS World Expo 2020