Membership Services Webcast

Paramedic Chiefs
of Canada

Chefs Paramédics
du Canada

The Four Lenses of Leadership For Improvement

WEBEX support generously sponsored by: **F1RST WATCH** REAL-TIME EARLY WARNING SYSTEM

What Will We Be Discussing?

Dr. Edwards Deming known as the father of modern quality improvement is responsible for creating some of the most powerful, progressive, and actionable leadership thinking of the last 100 years. In the late 80s he summarized his thinking in what he called, "The System of Profound Knowledge." He readily admitted that the name for his system was awful and hoped that his followers would come up with something better, but 30 years later the name has stuck. During this session Mike Taigman, Improvement Guide for FirstWatch, University of Maryland Baltimore County Graduate school professor, and facilitator of EMS Agenda 2050 will walk you through the four lenses that make up Deming's system and will show you how to activate them to lead meaningful improvement in your EMS system.

Who will be Speaking?

During his more than four decades in EMS, Mike Taigman has focused the majority of his career on helping make things better. As a street paramedic in Denver he honed his clinical skills caring for patients and helping new paramedics learn to provide solid clinical care with kindness and compassion. As a popular conference educator, author of more than 600 articles in professional journals, and a multi decade Associate Professor in the graduate program in Emergency Health Services Management at the University of Maryland Baltimore County, he's focused on helping professionals save more lives, reduce suffering, and be more effective leaders. As a consultant Mike has worked with EMS, Fire, and Public Health in 48 of the 50 states, most of the Canadian Provinces, Israel, Palestine, Australia, and throughout Europe. His expertise includes EMS Street Survival, Patient Centered Leadership, and Effective Quality/Performance Improvement. He holds a Master's Degree in Organizational Systems, is an Associate Professor for the graduate program in Emergency Health Services Management at the University of Maryland Baltimore County and is part of the faculty for the Institute for Healthcare Improvement.

When Will We be Online?

Session date: Wednesday, February 14, 2018
Start time: Noon EST
Duration: 1 hour

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How to Connect with this National Session?

Please accept this email as an electronic invitation to join an Online Presentation. You may forward this invitation to others who may be interested in participating. All you need to attend is a web connected PC and a telephone. If your group is meeting in a central location, please consider using a speakerphone and video projector so all attendees can view the presentation and participate in discussion.

Instructions (please print this page):

1. *Click or cut and paste* **the following link into your browser's field:** **http://firstwatch.webex.com/training**

2. **You will arrive at the FirstWatch WebEx Training Center where today's scheduled meetings are displayed. Look for a meeting with the same topic as this session and click the "Join Now" link to the right of the meeting topic.**

3. **Follow the on-screen directions and enter your Name, Email Address, and the meeting Password: emschiefs. Press OK.**

4. **A WebEx Training Manager window may appear. Follow the on-screen instructions and install the WebEx software if necessary. This process may take several minutes.**

5. **If teleconferencing is included in this meeting, a "Join Teleconference" window will appear with a phone number and session or meeting code, and attendee ID. Dial this number and follow the voice prompts. The teleconference information is also listed above.**

6. **This presentation is best viewed using the latest version of Microsoft Internet Explorer, and with the system screen resolution set to 1024 x 768.**

Connection information for the February 14th WebEx

Session number: 807 124 744
Session password: emschiefs

To join the training session
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1. Go to
https://firstwatch.webex.com/firstwatch/k2/j.php?MTID=t72593105e9d9451d39d7cbff0b2c7fef
2. Enter your name and email address.
3. Enter the session password: emschiefs.
4. Click "Join Now".
5. Follow the instructions that appear on your screen.

Audio conference information

Call-in toll number (US/Canada):1-408-792-6300
Global call-in numbers:

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https://firstwatch.webex.com/firstwatch/globalcallin.php?serviceType=TC&ED=648681122&tollFree=1
 Access code: 807 124 744

Can't join the training session?
https://help.webex.com/docs/DOC-5521

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IMPORTANT NOTICE: This WebEx service includes a feature that allows audio and any documents and other materials exchanged or viewed during the session to be recorded. By joining this session, you automatically consent to such recordings. If you do not consent to the recording, discuss your concerns with the meeting host prior to the start of the recording or do not join the session. Please note that any such recordings may be subject to discovery in the event of litigation.

We *strongly* recommend that you test your PC and WebEx connection in advance. FirstWatch will be happy to help you with any technical WebEx connection issue *prior* to the scheduled start of the webinar, but will not be able to help once it has started, to avoid delaying or interrupting the session.

1. **Go to http://firstwatch.webex.com/training**
2. **Within the Training Center tab, press Setup, then Training Manager, then Set Up.**
3. **Follow the on-screen directions.**

If you have any questions, please contact FirstWatch Solutions at: (760) 658-9886 for Sara Cinquegrani Cappiello.

For further information visit www.paramedicchiefs.ca