

# 2023 First There First Care Gathering of Eagles

## Full Board Meeting MINUTES

July 19, 2023

**Attendance:** Randi Alfonzo, Bruce Caruso, Johana Cinque, Vince Cinque, Todd Draizin, Karen Dominguez, Jessica Fischer, Joel Gordon, Kelly Keys, Jeff Levy, Bill McGrath, Wayland Morrison, Tammy Nugent, Paul Pepe, Cliff Ricketts, Tim Roche, Stephen Shaw, Alison Zerbe

**Phone:** Candace Pineda, Vanessa Quiles, Rachele Solomon

Meeting Commenced: 9:10 a.m.

Committee Meeting Minutes June 7, 2023

MOTION to Approve these minutes

Motion made by Chief Bruce Caruso

Seconded by Chief Jeff Levy

Motion passed unanimously

### I. OLD BUSINESS

- **Chair's Report – Chief Draizin**

- Open Items – Start thinking about a slogan or theme for next year's conference.

- **Vice Chair's Report – Chief Caruso**

- Onsite Sales – Total sold was \$8,891.

Square fees of \$220.72.

A net total was \$8,670.28.

Total on long-sleeve shirts ALS sales (especially small and xlarge) was \$2,640.

Larger sizes across board didn't do well sold about \$770 in larger sizes.

Short sleeve shirts sales totaled \$1,700 and \$375 in larger sizes.

Long sleeve nursing shirts totaled \$1,800.

Nursing coins totaled \$260.

Youth sizes didn't do well.

25<sup>th</sup> Anniversary tumblers totaled \$230 and another case remaining for next year.

2023 Pin sales only totaled \$510 out of \$3,000 for 800 pins plus \$600 shipping charge.

- He has short sleeve ALS shirts and pins remaining for those that didn't get them.

- Open Items – no other open items.

- **Eagles Update – Dr. Pepe/Dr. Antevy/Dr. Gilmore**

- Reimbursements – Any reimbursements need to go into Ready Op. Dr. Pepe will have to send an email out to remind people. In two weeks Dr. Pepe should have all reimbursements. Any reimbursements for the conference after August 3<sup>rd</sup> will not be considered.

- Comments or concerns:

- Hotel issues. Johana said there were some mistakes that were contributed to last minute reservations. But the program and feedback was very positive.

- Good response from vendors who liked seeing the medical directors around.
  - Dr. Pepe didn't see a lot of familiar faces or attendees in uniform. Chief Draizin said this conference they saw more attendees registered that weren't on duty. Last conference they sent more that were on duty. Next year the want to have both.
- Open Items – Dr. Pepe will have to check.
- **Finance/Budget Report – Chief Cinque was not present at this time.**
  - Finance report
  - Open Items
- **Exhibitor/Sponsorship Report – Chief Cinque was not present at this time.**
  - Exhibitor Report
  - Sponsor Report
- **Event Coordinator Report – Lieutenant Cinque**
  - Open Items – She is still reviewing the final bill and has noticed some discrepancies. They gave her seven very lengthy document. It will take her a few weeks to complete.
- **Registration Report – Chief Levy**
  - Summary: He has a list of outstanding/unpaid from Swoogo. A few unpaid vendors he's taking care of. A long list of unpaid attendees and they will send invoices out to some agencies. They need to reconcile unpaid attendees from various hospitals that did sponsorships. Other than this they are ready to go for next year.
  - He is interested in a preregistration date.
  - 2023 conference totaled 1,733 registrations including vendors and exhibitors. This has not been broken down. The previous year they had 1,430 total registrations.
- **EMS Speakers Report – Candace Pineda**
  - Open Items – Many of the speakers reimbursements have not been submitted. Candace does not know if they were paid. Everything was posted into Ready Op and emailed to the finance team.
  - Any reimbursement from Eagles also in Ready Op for reimbursement. Two Eagles are from out-of-the-country and will probably need a different payment. Candace needs to provide suggestions on how to accomplish this.
  - All reimbursements have an August 3<sup>rd</sup> deadline.
  - From the speakers committee they have a call for speakers ready. She wants to meet and see if she can incorporate the call for speakers into Swoogo instead of having two platforms.
  - Swoogo has a call for speakers section and speakers can upload bios, etc. directly into it.
  - They more than doubled the content from last year and heard positive feedback.
  - Need to work smarter not harder because they had a lot of manual processes. The speaker committee wants better project management software and/or staff support for more timely and seamless. There were thousands of man hours done nights and weekends on great content but

not sustainable without some additional support. She wants to meet with all the conference committee staff so things won't fall through the cracks.

- **Nursing Trac – Kelly Keys**
  - Open Items – Kelly hasn't received any emails about speaker reimbursements and doesn't know if they sent paperwork to Chief Cinque. Any reimbursement documents/receipts should go to Ready Op. Chief Levy will give access to Ready Op. Kelly is going to follow up with Chief Cinque and follow up with speakers they haven't heard from.
- **Education CME/CE/CEU – Vanessa Quiles**
  - Open Items – Vanessa has submitted all documents to C-Broker. Some numbers have bounced back. She will follow up but has to put this on back burner for now. She stated it was minimal compared to the past years.
  - For next year if an attendee is getting credits for a specific lecture, she will have to look into how they will submit the credits. She will bring things to the speaker and nursing committee. She can do that later on.
  - Scanning was much better than previous years.
- **PIO Report – Chief Gordon**
  - Draft of article that will appear in First Responder, and EMS World. There are corrections that he has sent to Scott.
  - Chief Gordon sent Alison the link to the thousands of photos and she categorized them by event. They are downloadable with no restrictions.
  - Chief Gordon saw the unedited version of the Memorial video and it was fantastic. When it is downloaded he will share it with everyone. The video is an overview, with some quick interviews, and voiceovers.
  - There has been some discussion about replacing the PIO function. There were some suggestions and the position may be split up.
  - They are continuing to do the blog on the website and following up with social media. Chief Draizin needs someone to take over the website. Jerry Gonzalez, who is very technical, was suggested with positive feedback.
  - Effective the end of July, Ngoc Huynh will be taking over the interim director of the FFCA.
  - Chief Draizin will get with Scott at PTS and Candace has created a 'Save the Date' card (in Ready Op) for next year. Chief McGrath can pick up the cards.
- **ALS Competition Report: Chief McGrath or Chief Roche**
  - Open Items – He doesn't know how much they have open. The competition had a tie and Chief Turpel has ordered the other trophy. The gift certificates awards from the vendors never materialized; Chief Cinque is working on this.
  - Chief Roche will technically be the chair and Chief McGrath will stay on to help.
- **Nursing Competition: Kelly Keys**
  - Change title on the awards for next year. It's not the Broward Nursing Competition it's the K Squared Nursing Competition.
- **Honor Guard Competition – Not present**
  - Open Items.

- **AFTER ACTION REPORT (*Attached*) – Chief Shaw**
  - *Send Chief Shaw any notes asap regarding Actions that are deployed or planning to be deployed, to include in the report.*

II. **NEW BUSINESS**

- Next Meeting – no meeting set.

Adjourn 11:37 a.m. Lieutenant Cinque, Chief Caruso

# FIRE CHIEFS ASSOCIATION OF BROWARD COUNTY



## **2023 First There First Care / Gathering of Eagles EMS Conference**

# **After Action Report**

**Date of Event June 12-15, 2023**

**Seminole Hard Rock & Casino, Hollywood, Florida 33314**

**Report Completed July 19, 2023**

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## Executive Summary

The First There First Care & Gathering of Eagles EMS Conference, held from June 12 to 15, 2023, at Seminole Hard Rock & Casino, brought together emergency medical services (EMS) professionals, industry experts, and stakeholders for a comprehensive and collaborative exchange of knowledge, best practices, skills, recognition, and innovations in the field of emergency medical care.

The conference aimed to address the evolving challenges faced by EMS providers in an increasingly complex and dynamic healthcare landscape. It provided a platform for networking, learning, and professional development, enabling attendees to stay at the forefront of advancements in emergency medicine, technology, and patient care.

In addition, the First There First Care & Gathering of Eagles hosted several annual meetings that included The South Florida Fire Chiefs, State of Florida EMS Meetings, and Broward County EMS Chiefs where they shared the updates on a state and county level that directly affect the direction of EMS and the essential workers within.

### Key Highlights:

- **Chief Michael Haygood ALS Competition:** The conference featured the prestigious Chief Michael Haygood ALS Competition, where top ALS providers showcased their expertise and abilities in a challenging and competitive environment. This competition tested their skills, decision-making capabilities, and teamwork, raising the bar for excellence in advanced life support.
- **K2 Nursing Competition:** The K2 Nursing Competition provided a platform for nursing professionals to demonstrate their clinical competence, critical thinking, and patient care skills in high-stress scenarios. This competition highlighted the vital role of nurses in the EMS ecosystem and fostered interdisciplinary collaboration.
- **Honor Guard Competition:** A new addition to this year's conference was the Honor Guard Competition, recognizing the ceremonial aspect of EMS service. Honor Guard teams showcased their precision, discipline, and respect in paying tribute to fallen colleagues and representing the honor and dignity of the EMS profession.
- **Opening Ceremony:** The conference's opening ceremony was a grand affair, featuring the presentation of lifetime achievement awards to esteemed individuals who have made significant contributions to the EMS field. Additionally, annual awards were presented to outstanding EMTs, paramedics, nurses, physicians, and educators, acknowledging their exceptional dedication and service.
- **Keynote Speaker:** Dr. Lori Moore-Merrell, the United States Fire Administrator, delivered a thought-provoking keynote address on the differences in the generational workforce. Her presentation shed light on the unique characteristics, motivations, and expectations of different generations within the EMS profession, facilitating a deeper understanding and fostering effective collaboration among diverse teams.
- **Thought-Provoking Presentations:** Esteemed speakers delivered insightful presentations on emerging trends, cutting-edge technologies, and strategies to enhance patient outcomes. Their expertise and thoughtful leadership inspired attendees to expand their perspectives and embrace innovation in the EMS industry.
- **Engaging Educational Sessions:** The conference featured a diverse range of educational sessions, workshops, and panel discussions covering a wide spectrum of topics pertinent to EMS professionals. Participants gained valuable insights on critical care, trauma management, disaster response, pre-hospital care protocols, mental health support, and other pressing issues affecting the EMS community.
- **Interactive Hands-On Training:** The conference provided attendees with hands-on training opportunities, enabling them to acquire and refine essential skills in emergency medicine.

Through interactive simulations, participants honed their clinical abilities, decision-making capabilities, and teamwork skills in a realistic and controlled environment.

- **Leadership Development:** An annual professional development symposium facilitated by subject matter experts, educators, and influencers from the fields of fire rescue and the healthcare industry, focused on today's relevant topics and challenges that we, as leaders, must navigate. The focused Areas included growth mindset, communication, conflict resolution, innovation, diversity, data, policy, legal, management, and leadership skills.
- **Exhibitor Showcase:** A vibrant exhibitor showcase featuring leading manufacturers, service providers, and organizations dedicated to supporting the EMS industry. Attendees had the opportunity to explore the latest products, services, and technological advancements, fostering collaborations and partnerships that can drive improvements in patient care and operational efficiency.
- **Networking and Collaboration:** The conference fostered an environment conducive to networking and collaboration. Attendees were able to connect with peers, share experiences, and engage in meaningful discussions. These interactions facilitated the exchange of ideas, best practices, and lessons learned, strengthening the professional network within the EMS community.



# Lessons Learned

## Communication:

### Strengths:

Communication starts off strong each year for the upcoming FTFC/GOE conference. Planning meetings for the 2023 FTFC/GOE Conference started in September 2022. Agendas are made and minutes are taken for each meeting. Areas of responsibility are delegated to multiple chairs.

Communication within each functional group worked well. The speakers subcommittee's WhatsApp groups and text groups used between the team, aided in good communication practices.

The use of radio communications during the event once again proved to be a valuable tool. The additional radios also assisted in increased communications between the Branches and the Command Team during the event.

### Areas of Improvement:

- Staff the information booth.
- Need to improve the communications between functional groups / eliminate silos.
- Though certain WhatsApp groups and text groups work well within those groups, oftentimes the information wasn't transmitted outside the group to the collective.
- The need for improving assignments, accountability and responsibility was highlighted. More delegation is needed.
- App - need to have better, user-specific agendas. The maps, classrooms and agendas did not match up or were conflicting.
- Improving communication with directional signage
- Nursing - needed to have a point of contact to help communicate
- No nursing content on the app

### Suggested solutions:

- Morning briefings
- Adding a radio to ALS Competition
- Utilize Ready Op for communication
- Need more personnel to help direct people

## Educational Content:

The 2023 FTFC/GOE saw the largest and most diverse offerings in the conference's history. The program consisted of classroom lectures, didactic workshops, cadaver labs, panel discussions and the medical directors lightning round presentations.

### Strengths:

- Great feedback on cadaver lab
- Nursing Symposium – good variety of topics, presenters were all entertaining and engaging
- Resuscitation Academy – great feedback, learned lots, “so much I am going to take back to my ER”
- Friday Meet the Eagles – great variety of topics, dynamic presenters who were easy to listen to, enjoyed short lectures
- CEU scan code process was easy and well liked

## Areas of Improvement:

- Lots of confusion on where to go based on layout, poor signage, and difficulty in differentiating names (i.e., Grand vs. Seminole Ballrooms, etc.)
- Consider asking if Eagles want to present key topics at FTFC.
- Shorter breaks are needed to prevent attendees from being drawn to other areas.
- Make the transitions between nursing symposium topics more entertaining and interactive.
- All speakers should be assigned someone who will greet them and lead them to their room.
- Differentiate between speakers, panel members, and educators.
- Set meet-and-greet time with certain popular presenters (i.e Jason from Fire Dept. Coffee)
- Suggested to start later (early start time limited attendees).
- Increase hands-on training content.
- Do all rooms need microphones?
- Add instructor/presenter name to agendas.
- ABLIS was not on the app.
- Early start times have an impact on volunteer placement, registration desk hours and resource availability

## Suggested solutions:

- Lav mics for Grand Ballroom classrooms
- Have classes go later
- Look into data for 8am class attendance
- 

## Continuing Education:

There were multiple options to obtain CEUs at FTFC/GOE. The CEU subcommittee was great in obtaining credit for all the classes. Having FCDICE credit for applicable classes was also a great option for Fire Instructors and Inspectors. This year's CEU data collection process improved from last year by requiring certain fields during the registration process. This allowed for the information required to submit for CEU's to be more accurate and efficient.

## Strengths:

CEUs were offered via the following platforms:

- EMT/Paramedic CEUs: CE Broker
- Physician CMEs: Memorial Healthcare
- CAPCE CEUs: Prodigy EMS
- Nursing CEUs:
- FCDICE was offered for both Leadership tracks

## Areas of Improvement:

- Lots of confusion on how to obtain CEUs.
- Consider instructions on obtaining CEUs in the App or as a PPT slide at the end of each presentation.
- Confusion on the surveys.
- Scanning issues mentioned.
- Invite Prodigy back next year.
- CEUs - inaccuracy between what was submitted for CEU credit vs. final agenda
- Prodigy has been excellent and communication has been great

## Suggested solutions:

- Have instruction on how to obtain CEUs in the portfolios
- Consider instructions on obtaining CEUs in the App or as a PPT slide at the end of each presentation
- Adding Tech support
- Enhance wifi bandwidth
- Consider First Net

## Awards:

### Strengths:

The FCABC recognizes our EMS personnel through several awards during FTFC:

- Dave Foster Paramedic of the Year	- Private Provider Award
- EMT of the Year	- Nursing “EMS” Excellence Award
- Elizabeth Jordan Educator of the Year	- Nurse Recognition Award
- Ed Murray Public Educator of the Year	- Ralph A. Marrinson EMS Lifetime Achievement Award
- Broward County EMS Physician Award	- Fire Chief Donald DiPetrillo Paramedic Lifetime Achievement Award

A new “Virginia Haygood Citizen Service Award” was approved this year to recognize civilians who have gone above and beyond in the EMS space.

Moving the award ceremony away from the evening event and including it with the opening ceremony seemed to be positive. This combination is consistent with other national EMS conferences.

### Areas of Improvement:

- Lack of attendance during opening ceremonies.
- Awards were too quick and rushed. Need more time to properly recognize recipients.
- Consider restructuring the awards at the start of or before the keynote.
- Look at moving some of the awards to the December Fire Chief’s Holiday Breakfast. Suggested awards were the Paramedic of the Year, EMT of the Year, and Innovator of the Year.
- Continue to encourage agencies to recognize their members for these awards (we struggle to complete nominations every year.)

### Suggested solutions:

- Opening ceremony to start 9am
- Move Fire Chiefs meeting to Wednesday
- Limit the number of awards
- Take the EMS awards to the December event
- Open awards to Tri-county
- Have awards before the Keynote speaker
- Highlighted awards were suggested to stay at the conference

## Volunteers:

### Strengths:

The volunteers that support FTFC are amazing! This conference could not be the premier event that it has become without the hard work and dedication of those who volunteer their time. The coordination

of the volunteers was extremely well done and very organized. The volunteers were easily identifiable in the blue shirts. The use of CERT members proved to be more reliable and had a positive impact on the conference.

### Areas of Improvement:

- Need clear expectations and defined roles, more than just “tasks” (i.e., scanner for door, checking wrist bands, etc.)
- No independent reassigning of volunteers.
- Need more “floater” volunteers to direct traffic.
- Add volunteer opportunities for Sunday to help stuff bags, etc.
- Ask volunteers to show up one hour early prior to rush on each day.
- Consider breaking up shifts into more manageable chunks (alpha/bravo.) Shifts were too long for some.

### Suggested solutions:

- Consider cert/students/explorers/cadets/light duty to be used as volunteers

## Venue:

### Strengths:

The Seminole Hard Rock Hotel & Casino has hosted the FTFC/GOE conference for over 10 years. The venue allows for the most classes and activities to be held in one place. The pool is great and there are plenty of food choices for the attendees..

The relationship between the FCABC and Hard Rock has shown to be strong as the hotel rates have not increased for the last 3 years. The Hard Rock has shown that they value our business and have been extremely accommodating by providing support for the EMS party with decor at no cost. This venue is the only venue currently suitable for this size conference. The Banquets team is strong and very accommodating during the event. The AV Support also stepped up and it was our smoothest year yet.

### Areas of Improvement:

- Overall layout combined with the number of classes, presentations and other events leads to confusion.
- The similarity in the names of the ballrooms led to confusion for all parties.
- Perhaps streamline class locations and Eagles luncheon should be switched so attendees and doctors are not part of vendor demobilization.
- Consider renting lockers for accessories.

### Suggested solutions:

- Contact for Room Reservations to be at the reservation desk
- Overlay of the signage to have Logistics put in place

## Competitions:

### Strengths:

The ALS Competition subcommittee provided 3 preliminary scenarios at 3 different locations for 23 teams with 2 scenario pits on each site on Sunday, June 11. In addition, on Tuesday, June 13, the ALS Competition

subcommittee provided a final scenario with 8 patients held in one of the largest competition sets ever done for 9 teams. The competition was well-advertised and well-attended.

The Nursing competition had a total of 6 teams. The feedback provided was that it was “excellent, well organized, on time, good participation and viewer attendance”

Honor Guard Competition was its first year and received a lot of good feedback. The National Honor Guard Academy provided free advertising for the event on its website and supported the conference with judges for only the cost of travel and hotel accommodations.

### Areas of Improvement:

- Consider designated spectator areas for ALS finals.
- Consider investing in equipment for the ALS competitions using grants or donations.
- Consider a student rate for the competitions. Should not need to feed them.
- Consider augmenting the photographer with a videographer.
- Nursing competition needed more space and a greater distance between the sequestered area and the competition space.

### Suggested solutions:

- Don't have Honor Guard near anyone
- Move Nursing sequester further away

## Gathering of Eagles:

### Strengths:

The combination of the First There First Care conference and the Gathering of Eagles is an EMS powerhouse. This conference brought together over 100 medical directors from all parts of the world to discuss the latest and greatest in Prehospital Emergency Care. The conference was well attended this year.

### Areas of Improvement:

- Increase communication between GOE and FTFC staff.
- Increase marketing of GOE and highlight the differences between FTFC.
- GOE continuing education credit QR code needs to go out earlier.
- Have the sponsors communicate with Dr. Pepe - some were not listed and some were confused on times. Validate agenda for the GOE prior to day one.
- Have scanners there early each day.
- Consider buffet lunch rather than plated meals for the Eagle Creek meeting.
- Proper signage to differentiate GOE from FTFC classes and meetings.
- Communication to all Fire Rescue personnel on the registration and cost differences between FTFC and GOE. FR agencies sent crews to GOE thinking the coupon code was for both. Many comments on this.
- Verify schedule of events (i.e., start time, awards, etc.)
- Consider asking if Eagles want to present key topics at FTFC.
  
- More breaks needed between content/lectures.
- Need more local presence

### Suggested solutions:

- Registering earlier

- Working more closely with Dr. Pepe for increased communication

## Food:

### Strengths:

In general, food for the conference attendees was well-received. There are several restaurants where attendees can purchase food. The food at the Gala was great. The breakfast and afternoon snacks were visible and in the path of the vendors and ballrooms.

### Areas of Improvement:

- Need a more robust process for meals for all committee members, presenters, staff, volunteers, and meeting attendees.
- Color-coded bands need to be paper and non-shareable (no rubber wristbands).
- Food that should stay warm needs to have equipment to keep it warm (i.e breakfast sandwiches will get cold without heater, etc.) Consider continental breakfasts?
- Location for meals - use appropriate ballrooms for meals, considering classes, GOE, and vendor exposure.
- Consider more “bar bites” for Gala food.
- Multiple recommendations to go to buffet-style lunches as opposed to plated meals.
- Food servers had to go through rooms and through doors that distracted attendees and presenters.
- Snacks in the afternoon were “weak” compared to previous years.
- Make sure all attendees at the happy hour have access to chips for free drinks.
- Need a more accurate count of attendees for the Fire Chief’s luncheon - lots of empty seats and tables.
- Smaller staff breakfast on Monday.

### Suggested solutions:

- Make modification to buffet menu

## Marketing, Website, & Signage:

### Strengths:

This year a 3rd party company was hired to assist in marketing the conference. They assisted in pushing out content via all social media platforms, ie. Facebook, Twitter, Instagram, LinkedIn etc. There was a strong marketing presence prior to and during the conference. Prodigy EMS also did live posts advertising the GOE portion of the conference. Requests for presenter emails went out early in the year to attract speakers. The website design was fresh, comprehensive, and easy to navigate. The class descriptions allowed the attendee to see who and what was being presented.

Signage throughout the venue was present and visible. Vendors and sponsors were attentive to the details and regularly brought their concerns or suggestions to the Committee staff.

### Areas of Improvements:

- Improve signage throughout the venue. Possibly use the center pole of the overhead sign for either a sponsor or other signage.
- The naming convention (i.e., Grand Ballrooms, Seminole Ballroom, etc.) led to confusion on where to go.
- More ways to focus on the experience hall. Increase signage and use bingo cards to direct?
- Use Velcro and not double-sided tape
- Improve marketing for nurses. Start earlier. Consider marketing in national journals.

- Multiple suggestions to fix the need to “way-find” the venue to find the proper location.
- Consider having the event planner provide an overlay for maps/floor plans of signage locations for each day such that Logistics can pre-stage the next day’s signage for classes, times, directions, or events the evening before.
- Rotate hospital signage throughout the week.
- Much of the marketing material for the conference was distributed within the last month prior to the event. Consider increasing the marketing through all social media platforms.
- Having a committee member assigned to the website design and verifying accuracy of content to be more consistent and frequent.

Suggested solutions:

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## Registration:

### Strengths:

The partnership with the FFCA and using the Swoogo registration platform has improved the registration and check in process tremendously. The registration desk was highly visible and the check-in process was very quick and easy. There were multiple lanes for attendees to register efficiently. The coupon code was well-distributed through Fire Rescue agencies. Allowing for there to be unlimited codes for Broward Agencies proved to be a success.

There were 1733 total registrations for the conference. This is an increase from 2022, which was 1430 total registrations. 383 registrants used the Broward Fire discount code.

It was noted that possibly there were less on-duty personnel than years past and more attendees came on their own accord.

### Areas of Improvement:

- Consider working out technical difficulties during pre-conference walk through.
- Reusable clear badge holders. Also color-code to differentiate between vendors, attendees, presenters, etc.
- Consider a printed individual schedule, or an electronic schedule.
- Collate materials in binders.
- Dedicated registration process for exhibitors and attendees.
- Presenters need to register early. Eagles presenters also need to pre-register.
- Font size on the badges was too small.
- Discount code was made public and was used by students.
- On-duty crews were instructed to show up and register on site. This caused congestion.
- Need to fix a glitch in Swoogo for “Included Rep”. This was allowing exhibitors to register additional reps without charging a fee. Also need to clarify the number of “additional reps”.
- Have lanyards without the primary sponsor info. Also consider purchasing double the amount of lanyards and badge holders (we ran out.)
- There were multiple times where there were significant delays between Swoogo and the WebEx on site software, causing badge printing delays.
- Increase signage for Wi-Fi info.

Suggested solutions:

- Have hotel check -in at conference registration desk
- Have signage for those that have not registered ahead of time
- Separate Eagle Registration Check-in

- Have separate kiosk for on-site registration
- Adding registration fields to capture proper demographics

## EMS Party:

### Strengths:

The EMS Party was well-received and attendance was great. Having the explicit direction from the FTFC Committee to attend the entire time was appreciated and needed. The band was great - please consider having the dueling pianos return the following year. The subcommittee chair for the EMS party did an excellent job in coordinating with HCA's staff. The decor provided by HCA was beautiful and perfectly on theme.

### Areas of Improvement:

- Consider tables of various sizes.
- Please continue to NOT have the awards at the Gala.
- Make sure sponsoring of the Gala is cost neutral.
- Drinks at the EMS Party were more expensive than at the bar
- Lines were very long for drinks at the Bar
- Water & soda cost a drink ticket
- Water stations needed to be more visible and in several places

Suggested solutions:

## Exhibitors & Sponsors:

### Strengths:

This year there were 59 exhibitors and 15 sponsorships resulting in 84 booths sold which resulted in the largest trade show in the history of the conference. Foot traffic was excellent, moving the refreshment stands, i.e. coffee, closer to the entrances of the conference room itself seemed to aid in this matter. Move-in and set up on Monday was improved due to Expo having been completed on Sunday.

### Areas of Improvements:

- Instruct vendors to adhere to set up times and to not break down early. Avoid the "construction zone" look. Many comments on this.
- Consider a contactless pay option.
- Eliminate option of sharing attendee info with vendors - make it the default setting.
- Confirming companies have accurate information for sending payment

Suggested solutions:

- Researching cost on apple pay, contactless payments
- Dr. Pepe - Expand breaks on Thursday and shorter breaks on Friday
- Penalty for breaking down early
- Consider implementing point system

## Other Considerations:

- Consider using the winning Honor Guard Competition team to present at the opening ceremonies?
- Shuttle schedules should accommodate start and end times for different classes between sites. -



- Consider posting shuttle times.
- Invite Kelly (the photographer) back - give her a radio.
- Future topic suggestions:
  - o AI Use in the future of EMS
  - o The Legislation of EMS (Pre-Hospital Care)
  - o Legal Issues for EMS
  - o Politicizing EMS Care
  - o “How to Compete in ALS Competitions” Class
- Establish a FTFC Scholarship Fund and Non-For-Profit Donations.
- Complimentary Week registration for the person who traveled the farthest.
- Online T-Shirt sales.

## Summary:

The First There First Care & Gathering of Eagles EMS Conference 2023 was a remarkable event that celebrated and elevated the EMS community. The inclusion of prestigious competitions such as the Chief Michael Haygood ALS Competition and the K2 Nursing Competition emphasized the importance of clinical excellence and interprofessional collaboration. The introduction of the Honor Guard Competition recognized the ceremonial aspects of EMS service and honored fallen colleagues.

The opening ceremony, featuring lifetime achievement awards and annual recognitions, paid tribute to individuals who have dedicated their lives to the advancement of EMS. The keynote address by Dr. Lori Moore-Merrell highlighted the significance of understanding generational differences, fostering a more inclusive and collaborative work environment within the EMS field.

By providing a platform for education, recognition, and networking, the conference further strengthened the bonds within the EMS community. Attendees left the event equipped with enhanced skills, fresh perspectives, and a renewed commitment to delivering the highest standards of care. The success of the conference underscores the unwavering dedication of EMS professionals and their collective efforts to advance the field and improve patient outcomes.