



We ask a lot of EMS Leaders. You're responsible for ensuring your organization is fiscally healthy, has a reliable fleet, maintains adequate supplies, provides high-quality clinical care, fosters an engaged workforce, and delivers on the expectations of your regulators and stakeholders. Effective leaders use a system-wide approach to understand and improve every facet of their organization's reliability and performance.

Are you ready to exponentially expand your improvement knowledge and ability? Do you aspire to be the go-to leader who solves problems and achieves lasting results? Few in our industry can consistently produce meaningful improvements. Join us for a master's level journey into Improvement Science-based leadership for EMS, where you will develop the ability to:

- Make quality your organization's leadership strategy and build a culture of continuous improvement.
- Become the indispensable problem-solver on your leadership team.
- Guide leadership teams in evaluating organizational measures and selecting impactful improvement opportunities.
- Integrate your experience with evidence-based practice and the tools of improvement science.
- Develop compelling business cases for strategic improvement initiatives.

- Use qualitative and quantitative methods to understand current performance and identify areas for change.
- Define measures, select the appropriate Shewhart chart, and determine optimal actions based on your data.
- Master the use of Shewhart charts, analyze aggregate data, and understand variation.
- Employ creative approaches to identify change concepts and develop comprehensive change packages.
- Become proficient in rigorous PDSA cycle testing that yields deep knowledge and significant impact.
- Learn advanced PDSA methods for testing multiple changes and understand interactions.
- Develop strategies to implement, scale, and spread improvements effectively.
- Utilize journal-approved guidelines to structure your learning for publication in peer-reviewed journals and presentations at conferences.
- Achieve more meaningful, measurable improvement, faster.

Who Should Attend?

This program is designed for senior leaders. If your career goal is to become a Chief Medical Officer, Fire Chief, or CEO, this course provides the key competencies and resume enhancement to make that aspiration a reality.

Project-Based Approach

This course emphasizes applying theory to practice and building your capacity to drive results. Participants will need an improvement project that is strategically important to their organization. A portfolio of the participant work will be collected in a storyboard over time

Building a Legacy: Your Improvement Portfolio

Participants will develop a comprehensive portfolio showcasing their project journey, including the project charter, driver diagram, testing results, Shewhart charts, and applied improvement tools and methods. Guidance will be provided on utilizing publication guidelines to create impactful posters and pursue peer-reviewed publications, amplifying your work's reach and contribution to the field.

Schedule of Activities

Activity	Date and Time
Zoom Welcome and orientation	July 22, 2025, from 2 PM to 3:30 PM ET
Zoom Session 2	August 5, 2025, from 2 PM to 3:30 PM ET
Zoom Session 3	August 19, 2025, from 2 PM to 3:30 PM ET
In-Person Workshop 1*	September 8 – 11, 2025, 8 to 5 PM CT
Zoom Session 4	October 21, 2025, from 2 PM to 3:30 PM ET
Zoom Session 5	November 18, 2025, from 2 PM to 3:30 PM ET
Zoom Session 6	January 20, 2026, from 2 PM to 3:30 PM ET
In-Person Workshop 2*	February 23 – 26, 2026, 8 to 5 PM CT
Zoom Session 7	March 17, 2026, from 2 PM to 3:30 PM ET
Zoom Session 8	April 21, 2026, from 2 PM to 3:30 PM ET
Zoom Session 9	May 19, 2026, from 2 PM to 3:30 PM ET
Zoom Session 10	June 16, 2026, from 2 PM to 3:30 PM ET
Zoom Session 11	December 1, 2026, from 2 PM to 3:30 PM ET

* In-Person Workshop Location

ESO
2803, Manor Road,
Austin, Texas, USA

The cost of the course is \$5,000 per person

Materials and Technical Requirements

Books

- The Improvement Guide (2nd Ed)
- The Health Care Data Guide (2nd Ed)
- Improvement Science at Your Fingertips
- Optional Book: Quality as an Organizational Strategy

PC or Apple Computer with MS Excel and QI Macros QI Macros installed

<https://www.qimacros.com/>

To apply

If you are interested in participating, [submit an application](#) by Friday April 18th, 2025. Decisions will be made by May 1, and selected individuals will receive an email invitation. After this date, applications will be reviewed on a rolling basis. If you have any questions about the program, please contact s at info@dmwaustin.com.

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