
ADAM HEINZ, NRP, AEMD



PROFESSIONAL SUMMARY

Forward-thinking leader that has a proven record of accomplishment in pre-hospital emergency care with over 18-years of experience. Driven and ambitious change manager dedicated to continuous clinical and operational improvements that focus on enhancing relationships, streamlining and innovating operations while maintaining the absolute highest quality. Committed to the following guiding principles; is it good for our patients, does it support our employees, will it fit our mission, vision and values, is it financial responsible, and does it make sense?

SKILLS

- Data collection and analysis
- Strategic planning
- Operations management
- Team member development
- Verbal and written communication
- Project management
- Budgeting
- Social media expertise
- Clinical Quality Improvement
- Efficient multi-tasker
- Stakeholder relations
- Deadline-oriented
- Effective leader
- Coaching and mentoring
- Media relations
- Process improvements

WORK HISTORY

Executive Director, 10/2019 to Current

REMSA – Reno, Nevada

- Develop effective business and operational objectives to align with organizational strategic plan and goals.
- Reviewed performance data to monitor, track and trend organizational indicators and developed strategies to effectively enhance operations as identified.
- Organized budgets, reviewed P&Ls to achieve budget targets managing controllable variables to meet operational need and organizational financial expectations.

- Collaborate with partner, regulatory, and political agencies which include the regional EMS Oversight team to support initiatives and work towards common pre-hospital goals.
- Support organizational messaging and brand by providing media interviews, social media and professional trade medium expert content.

Director of Clinical Communications, 06/2015 to 10/2019

REMSA – Reno, Nevada

- Coordinated, reviewed, orchestrated and maintained Center of Excellence status for two reaccreditation cycles through the International Academy of Emergency Dispatch.
- Developed effective business and operational objectives to align with organizational strategic plan and goals.
- Reviewed performance data to monitor, track and trend organizational indicators and developed strategies to effectively enhance operations as identified.
- Organized budgets, reviewed P&Ls to achieve budget targets managing controllable variables to meet operational need and organizational financial expectations.
- Enhanced operational success through effective staffing, strong training, while adhering to and exceeding the International Academy of Emergency Dispatch standards.
- Worked closely with executive leadership to strategically affect direction of operations to innovate new ways to support high level of clinical care provided in the communications center which include Alternative destinations, OMEGA, ALPHA protocols and One Call contact center.
- Collaborate with partner, regulatory, and political agencies which include the regional EMS Oversight team to support initiatives and work towards common pre-hospital goals.
- Support organizational messaging and brand by providing media interviews, social media and professional trade medium expert content.

Clinical Development Manager, 03/2010 to 06/2015

REMSA – Reno, NV

- Collaborated, drafted and authored alternative destination and community health protocols along with executive and medical leadership.
- Recorded, analyzed and distributed clinical key performance indicators.
- Work with the Medical Director to identify clinical indicators and quality initiatives to align with organizational mission.

- Implemented new quality assurance and clinical standards to support medical protocols and patient care provided by EMS personnel.
- Transitioned paper-based quality assurance and improvement system to an efficient electronic bidirectional communication.
- Evaluated, collaborated, organization and directed clinical transition from outdated electronic patient care reporting system to Zoll.
- Managed team performance by training, mentoring, disciplining and motivating employees.

EMS Supervisor, 07/2007 to 3/2010

REMSA – Reno, NV

- Act as a resource for EMS crews in the field.
- Provide appropriate counsel, education and discipline to frontline field staff.
- Respond and act as a chief officer at multi-casualty incidents

Paramedic, 07/2007 to 3/2010

REMSA – Reno, NV

- Respond to requests for emergency service and provide care within standing EMS protocol.

EDUCATION

Master of Business Administration (MBA): Healthcare Leadership, 2020

Western Governor's University – Salt Lake City, UT

Bachelor of Arts (BA): Psychology, 2014

University of Nevada - Reno - Reno, NV

- Minored in Business Communications

Certificate: Paramedicine, 2007

University of Nevada - Reno - Reno, NV

CERTIFICATIONS

- National registered paramedic
- Nevada state EMS instructor
- Advanced emergency medical dispatcher

PROFESSIONAL SPEAKING ENGAGEMENTS

- International Academy of Emergency Dispatch, Navigator
- PeaceHealth neuroscience clinical symposium
- American heart association annual regional conference
- Cardiac arrest registry to enhance survivability conference
- University of Nevada School of Medicine, family practice residency program
- University of Nevada School of Medicine, sports medicine annual retreat

PROFESSIONAL COMMITTEES / BOARDS

- National Association of EMS Physicians Standards & Practices Committee (Member)
- National Association of EMS Physicians Community Health Committee (Member)
- American Ambulance Association Professional Standards Committee (Vice Chair)
- WellCare Reno, Nevada Community Committee (Member)

LANGUAGES

- Conversational French

HOBBIES

- International travel
- History of medicine
- Disney aficionado
- Peloton