

WILLIAM (DREW) HOOKER MPA, CCPM, IC

WORK HISTORY

HUMBOLT GENERAL HOSPITAL EMS/RESCUE

Deputy Chief | Winnemucca, NV | November 2020 – Current

For over 35 years, HGH EMS Rescue has been the exclusive provider of 24-hour emergency medical services across 10,000 square miles in Humboldt County, Nevada; parts of Pershing County and Lander County, Nevada; and the lower portion of the State of Oregon. HGH EMS Rescue provides advanced life support services to approximately 19,000 residents with a fleet of ambulances and rescue units.

- Initiated an Ambulance Committee
- Successfully created a restructured salary study
- Initiated an FTO program
- Restructured the Training Division

MOTLOW STATE COMMUNITY COLLEGE

EMS Director/Curriculum Chair/Assistant Professor | Lynchburg, TN | August 2013 – December 2020

Motlow State Community College is a public, multi-campus college in southern middle Tennessee offering certificates, associate degrees, and flexible learning pathways. For over 45 years, Motlow has proven to be a student-centered institution that promotes academic excellence as well as personal and professional growth.

- Achieved Accreditation by CAAHEP through CoAEMSP with minimal feedback and excellent reviews.
- Created Curriculum through Tennessee Board of Regents committee for Twenty-One Courses.
- Created new Degree plan for three Certificate paths and A.A.S program curriculum through Tennessee Board of Regents committee.
- Created and established several new college programs
- Maintained top pass rates throughout the state
- Maintained the top retention rates statewide
- Recognized by TBR chancellor as top performing program in the state.
- Coordinated over 15,000 hours of continuing education each year
- Flawless AEMT and EMT Audits
- Added 4 new instructional sites
- Developed new process for employee evaluation which resulted in marked performance improvements.
- Fostered student's commitment to lifelong learning by connecting course materials to broader themes and current events.
- Skillfully developed departmental goals, objectives, standards of performance, policies and procedures.
- Wrote course materials such as syllabi, homework assignments and handouts.
- Planned, evaluated and revised course content and course materials.
- Guided students in using technology to support educational research.
- Coached students on public speaking and presentation skills.
- Established staff schedules and assignments based on facility needs and equipment availability.

- Maintain good communication between department heads, staff and governing boards by attending board meetings and synchronizing interdepartmental functions.
- Initiated audit process to evaluate thoroughness of documentation and maintenance of facility standards.
- Developed and rolled out new policies.
- Increased enrollment by 1500% in six years through growth and commitment to the organization.
- Supervised a team of thirty instructors
- Supervised and Managed one hundred and twenty students per semester
- Acquisition of many important simulation equipment through grant and local resources.
- Collaboration with 20+ local County governments in Middle Tennessee
- Partnership with Tennessee Department of Transportation
- Partnership with City of Murfreesboro
- Partnership with the City of Lavergne
- Partnership with the City of Smyrna
- Partnership with Rutherford County
- Partnership with Rutherford County School System
- Partnership with local Hospital and Clinical Sites locations
- Partnership with several many County High School administrations.
- Partnerships with CTE programs throughout Middle Tennessee

WILLIAMSON MEDICAL CENTER

Instructor/Paramedic | Franklin, TN | August 2011 - February 2016, March 2020- Current

Williamson Medical Center EMS is a progressive fast paced service ranked among the best in the country. An American Heart Association's Mission: Lifeline® EMS Gold Level Recognition Award winner, WMC EMS implemented quality improvement measures and treatment for all patients. Williamson Medical Center provides exceptional care to the citizens in which they serve.

- Established yearly evaluation tool for entire organization
- Worked with approx. sixty volunteers to establish training program for veteran departments.
- Assumed ownership of all training program initiatives within my assigned area.
- Evaluated patient care needs, prioritized treatment, and maintained patient flow
- Strong leader for personnel assigned.
- Oversaw and managed clinical and support staff in patient care activities while maintaining a high level of staff morale and professionalism.
- Assessed patient condition through physical and verbal exams and by collecting information from others at the scene.
- Responded to dispatched emergency assignments quickly and safely.
- Promoted team effort when working with dispatch center, external public safety agencies and health care providers.
- Demonstrated high standards of performance, including teamwork, communication and compassion.
- Strictly protected the confidentiality of all information related to patient care activities and EMS operations.

BEDFORD COUNTY GOVERNMENT (EMS)

Administration Supervisor/Assistant Director | Shelbyville, TN | February 2005 - July 2011

Bedford County EMS is a dedicated organization committed to excellence in EMS. A department with progressive training and protocols, treats and transports the area patients. An organization founded on the support of the community and one that strives to provide the appropriate care to the community in which it serves.

- Created the annual budget and submitted it to the county commission for review and approval.

- Collaborated with members of the county staff, other public agencies and private organizations to achieve all related goals.
- Gathered and analyzed data for studies and reports and made recommendations based on findings.
- Served as a representative of the county EMS at county commission meetings.
- Responded to citizens' complaints and requests for information and services.
- Served as a county representative at neighborhood meetings, workshops and retreats.
- Cultivated close working relationships with other municipalities and governmental agencies.
- Served as the main point of contact for operations of entire organization.
- Skillfully developed departmental goals, objectives, standards of performance, policies and procedures.
- Organized the department in accordance with administrative guidelines in order to provide specified services to meet the legal, organizational and medical staff guidelines.
- Recruited, hired, trained and coached new employees each year.
- Led the planning and achievement of goals and objectives consistent with the agency mission and philosophy.
- Established and maintained systems that safely met residents' needs.
- Developed a system of staff communication that ensured proper implementation of treatment plans and comprehensive patient care.
- Educated staff on state and federal statutes, rules and regulations governing EMS services.
- Interpreted and communicated new or revised policies to staff.
- Represented and interpreted the agency's functions and services to other institutions, the public, government agencies and other organizations.
- Established and oversaw implementation of an effective budgeting and accounting system that improved efficiency and reduced costs.
- Oversaw PCR billing, payroll, AP, and AR and verified that proper procedures were followed.
- Strategically planned methods to achieve operational goals and targets.
- Developed and achieved financial and growth goals.
- Continually maintained and improved the company's reputation and positive image in the markets served.
- Established standards for selection, promotion and termination of staff.
- Investigated and reported issues relating to patient care or conditions that might hinder patient well-being.
- Conducted monthly patient case conferences, in-services and staff meetings to educate staff and facilitate good communication
- Certified that equipment and supplies were properly maintained for quality patient care and safety.
- Assigned employee areas, scheduled staff breaks and authorized overtime.
- Cooperated and communicated effectively with physicians to ensure client satisfaction and compliance with set standards.

EDUCATION

- **MASTERS OF PUBLIC ADMINISTRATION**
Columbia Southern University
Orange Beach, AL
- **BACHELOR OF SCIENCE**
Middle Tennessee State University
Murfreesboro, TN

- **ASSOCIATE OF SCIENCE**
Motlow State Community College
Lynchburg, TN
- **PARAMEDIC CERTIFICATE**
Columbia State Community College
Columbia, TN
- **EMT-IV CERTIFICATE**
Motlow State Community College
Lynchburg, TN
- **CRITICAL CARE PARAMEDIC CERTIFICATION**
Vanderbilt University
Nashville, TN

AWARDS

- Star of Life Award- 2019
- Star of Life Award- 2012
- EMS Individual Competition- 1st Place 2006
- EMS Individual Competition- 2nd Place 2007

CERTIFICATIONS

- Emergency Program Manager
- Leadership and Influence
- Decision Making and Problem Solving
- Developing and Managing Volunteers
- Intro to Incident Command
- Incident Command for Single Resources Intermediate Incident Command
- Advanced Incident Command
- National Incident Management System
- National Response Plan
- Special Events Contingency Planning
- Incident Command for Medical Emergencies
- Principles in Emergency Management
- Emergency Planning
- Effective Communication
- Roles of Emergency Operation Center
- Roles of Volunteers Agencies in EMA
- Introduction of Continuity of Operations
- Continuity of Operations-Awareness
- Intrastate Mutual Aid
- Emergency Support Function ESF#4
- Neonatal Resuscitation
- Paramedic Licensure-28928
- Pediatric Education for Pre-hospital Providers

- Advanced Cardiac Life Support
- Pediatric Advanced Life Support
- Pre-Hospital Trauma Life Support State Ventilator Certification
- Emergency Pediatric Care
- Advanced Medical Life Support
- American Heart CPR Instructor
- American Heart First-Aid Instructor
- State of TN Program Director Instructor
- NAEMSE Instructor Coordinator 1 Instructor
- NAEMSE Instructor Coordinator 2 Instructor
- State of TN Instructor Coordinator Instructor
- State of TN First Responder Instructor
- International Trauma Life Support Instructor

PUBLICATIONS

- Dinosaurs and Pioneers: Surviving Change in EMS- EMS World, Feb 16, 2016
- Bringing the Streets to the Classroom- EMS World, Mar 26, 2016

SPEAKING ENGAGEMENTS

- Upper Cumberland TN Emergency Medical Services Directors Conference (Cookeville, TN)- National Standards and Resources
- Tennessee Emergency Medical Services Educators Conference (Murfreesboro, TN)- Realistic Simulation
- Tennessee Emergency Medical Services Directors Conference (Gatlinburg, TN) - National Standards and Resources
- South Central Emergency Medical Services Directors Conference (Lewisburg, TN)-National Standards and Resources
- Tennessee Emergency Medical Services Educators Conference (Murfreesboro, TN)- Realistic Simulation
- CAE Regional Conference (Tuscaloosa, Alabama)- Realistic Simulation
- Mid Cumberland Emergency Medical Services Directors Conference (Kingston Springs, TN)- Simulation
- Upper Cumberland Emergency Medical Services Directors Conference (Cookeville, TN)
- South Central Emergency Medical Services Directors (Lewisburg, TN)
- Mid Cumberland Emergency Medical Services Directors (Kingston Springs, TN)- Simulation
- Tennessee Emergency Medical Services Directors Association (Gatlinburg, TN)- National Standards
- Tennessee Emergency Medical Services Educators Conference (Murfreesboro, TN)- Stressful Simulation
- South Central Healthcare Coalition (Lawrenceburg, TN)- Trauma
- Tennessee Emergency Medical Services Educators Conference (Murfreesboro, TN)- Millennials
- Upper Cumberland TN Emergency Medical Services Directors Conference (Cookeville, TN)- Millennials
- Firehouse World Expo Conference- Collaboration in EMS/Fire Training
- EMS World- Leadership and Hiring

Scheduled for 2020

- TEMSEA Conference
- MTEC Conference

- UCEMSDA Conference
- EMS World Conference
- Leadership Conference
- Northeast TN EMS

STATE AND LOCAL BOARD POSITIONS

- Chairman of TN Emergency Medical Services Research Sub-Committee
- Chairman of TN Emergency Medical Services Task Force on Degrees
- Member of TN Emergency Medical Services Sub-Committee
- Member of TN Emergency Medical Services Committee of Degree
- Member of TN Emergency Medical Services Program Director Committee
- Member of TN Emergency Medical Services Education Committee
- Member of TN Emergency Medical Services Workgroup on IC Course
- Advisor for TN Emergency Medical Services “Meeting of the Minds”
- Member of TEMSEA Board of Directors
- Member of TEMSEA Conference committee
- Member of NEMSEA
- Judge- EMS World Competition
- Member of MSCC Technology Committee
- Member of TN Emergency Medical Services SCEMSDA
- Member of MSCC Building Committee
- Member of FBC Safety Committee
- Member of FBC Building/Improvement Committee
- Member South Central Child Fatality Review Team
- Member TN State Curriculum Committee
- Member of MSCC Academic Affairs Committee
- Member of MSCC Administrative Team Committee
- Member South Central Health Care Coalition
- Member Rutherford County Healthcare Council
- Member PLA Taskforce
- Member of Motlow State Faculty Council
- Member of Bedford County CTE Education Advisory Committee

VOLUNTEER

- Deacon- FBC
- Safety Team Leader- FBC
- Safety Team Member- FBC
- Maintenance Committee- FBC
- Personnel Committee-FBC
- Manna Missions- FBC
- JV Offensive Coordinator- Shelbyville Central High
- Defensive Coach- Shelbyville Central High
- Co-Defensive Coordinator- Community High
- Asst. Football Coach- Community High
- Medical Mission- Haiti Field Hospital
- Medical Mission Haiti Bernard Mevs Hospital
- Coach Pitch Coach- One Goal Sports, TBALL Coach- One Goal Sports

EVENT MEDICINE/DISASTER RESPONSE

- Bonnaroo Music Festival (60,000+ attendees) 2004, 2010, 2011, 2015, 2016, 2017, 2018, 2019
- Holy Ship Festival (4000+ Attendees) 2020, 2019
- Jam Cruise Festival (4000+ Attendees) 2020
- TWHNC (15,000+ attendees) 2002, 2003, 2004, 2005, 2006, 2007,
- Exit 111 Festival (20,000+ Attendees) 2019
- Haiti-2010 Fall
- Haiti-2010 Summer
- Cookeville Tornado 2020
- Nashville Flooding- 2010

TRAINING

- TASA (Multiple Topics)- 2020
- SCEMSDA (Multiple Topics)- 2019
- Lifeforce Critical Care Refresher- 2019
- EMS World- 2019
- UCEMSDA (Multiple Topics)- 2019
- MTEMSEA (Multiple Topics)-2019
- TEMSEA (Multiple Topics)- 2019
- TASA (Multiple Topics)- 2019
- EMS World- 2018
- UCEMSDA (Multiple Topics)- 2018
- MTEMSEA (Multiple Topics)-2018
- TEMSEA (Multiple Topics)- 2018
- TEMSEA (Multiple Topics)- 2017
- Vanderbilt Lifeflight (Pediatrics)- 2017
- Vanderbilt Lifeflight (Sepsis/Pediatrics)- 2017
- TASA (Multiple Topics)- 2017

- UCEMSDA (Multiple Topics)- 2017
- MTEMSDA (Multiple Topics)-2017
- Fire Chiefs Conference (Multiple Topics)- 2017
- Northeast TNEMSDA- 2017
- SCEMSDA- 2016
- Vanderbilt Lifeflight (Critical Care)- 2016
- UCEMSDA (Multiple Topics)- 2016
- MTEMSDA (Multiple Topics)-2016
- Vanderbilt Lifeflight (Regional Event)- 2016
- Vanderbilt Lifeflight (EMSNO)- 2016
- Vanderbilt Lifeflight (Advanced Skills)- 2016
- Vanderbilt Children's (Pediatrics)- 2016
- ISERVE- 2016
- ISERVE-2017
- TFACA (Active Shooter) -2016
- TEMSEA (Multiple Topics)- 2016
- CAE Regional- 2016
- WMC (Active Shooter)- 2016
- WMC (Airway/Billing) – 2016
- TASA (Multiple Topics)- 2016
- Vanderbilt Children's (Pediatrics)- 2016
- Community Paramedic Training- 2016
- MICH Training- 2016
- 15 Lead/Progressive EMS- 2016
- Trauma Conference- 2016
- EMA Tabletop- 2016
- Academic Audit- 2016
- Fire Chiefs Conference (Multiple Topics)- 2016
- MTEMSDA (Multiple Topics)-2015
- AHA BLS Update- 2015
- AHA BLS Instructor Update- 2015
- AHA Heartsaver Update- 2015
- ECCU (Multiple Topics)- 2015
- NAEMSE Level 2- 2015
- NAEMSE (Multiple Topics)- 2015
- EMS WORLD (Multiple Topics)- 2015
- TEMSEA (Multiple Topics)- 2015
- NAEMSE (Multiple Topics)- 2014
- Curriculum Alignment Training- 2014
- SCHRA- 2014
- Leap Grant Training- 2014
- TN Promise Training- 2014
- EMS WORLD (Multiple Topics)- 2014
- NTIMRT- 2014
- NAEMSE Level 1- 2013
- Vanderbilt Lifeflight Ventilator- 2011
- Strike Team Training - 2011

- TASA (Multiple Topics)- 2011
- TEMA (Multiple Topics)- 2010
- Managing Multiple Incidents- 2010
- Unexpected Death of Children- 2008
- NSA (Stroke)- 2007
- SCEMDA (Multiple Topics)- 2006
- NCRC (Multiple Topics)- 2005