Dear EMSC Committee Members:

I am writing to express my interest in serving on the Nevada Emergency Medical Services for Children (EMSC) Committee. As an experienced EMS Coordinator, Firefighter/Paramedic, and EMS Instructor, I believe my background in EMS leadership, education, quality improvement, and regional coordination would allow me to make a meaningful contribution to the committee.

Since August 2023, I have served as an EMS Coordinator with Truckee Meadows Fire Protection District, providing EMS program oversight and coordination for approximately 200 personnel. My responsibilities include clinical quality assurance, chart review, EMS education, credentialing, policy and protocol development, regulatory compliance, equipment management, contracts, and collaboration with regional EMS and healthcare partners.

I oversee our EMS chart review process and have maintained 100% completion of required chart reviews annually. I also coordinate clinical initiatives involving trauma, stroke, neuroscience, and other areas of patient care while working with physicians, medical directors, hospitals, and EMS providers.

My role also includes significant regional collaboration. I have authored and manage the REMSA transport contract and REMSA supply agreement and participate in regional EMS organizations and initiatives. These experiences have strengthened my ability to collaborate across agencies and translate system-level goals into practical improvements in EMS operations.

I am particularly interested in serving on the EMSC Committee because of the importance of ensuring that children receive timely, appropriate, and high-quality emergency care throughout Nevada. I would be honored to contribute my clinical experience, EMS leadership, education background, and quality improvement perspective to the committee's efforts.

Thank you for considering my application. I would welcome the opportunity to serve and contribute to the continued improvement of pediatric emergency medical services in Nevada.

Sincerely,

Sarah Klein
EMS Coordinator
Truckee Meadows Fire Protection District
[redacted]

Sarah Klein

EMS Coordinator | Firefighter/Paramedic

[redacted]
[redacted]

PROFESSIONAL PROFILE

Experienced EMS leader with a strong background in fire-based EMS, clinical operations, quality improvement, education, regulatory compliance, financial administration, contracts, equipment management, and regional EMS coordination. Currently serving as an EMS Coordinator for Truckee Meadows Fire Protection District, providing EMS program oversight and coordination for approximately 200 personnel.

Experienced in managing complex EMS systems, developing and implementing policies and protocols, coordinating regulatory requirements, overseeing clinical quality, managing contracts and vendor relationships, supporting financial and reimbursement programs, and developing EMS education and professional development initiatives.

Demonstrated ability to connect frontline EMS experience with organizational strategy, operational requirements, and system-wide improvement. Proven record of maintaining 100% annual completion of EMS chart review requirements and developing and managing major regional EMS agreements, including the REMSA transport contract and REMSA supply agreement.

Seeking to bring this combination of operational experience, clinical knowledge, program administration, and EMS leadership to the EMSC.

CORE EMS LEADERSHIP COMPETENCIES

- EMS Program Management
- EMS Operations & System Coordination
- Quality Assurance / Quality Improvement
- Clinical Oversight & Chart Review
- EMS Policy & Protocol Development
- Regulatory Compliance

- Personnel Development & Credentialing
- EMS Education & Training
- Contract Development & Management
- Budget & Financial Administration
- EMS Billing & Reimbursement
- Medicaid / GEMT
- Equipment & Fleet Management
- Data Analysis & Reporting
- Regional EMS Coordination
- Vendor & Stakeholder Relations
- Grants & Procurement
- Risk Management & Patient Safety
- Strategic Program Development

PROFESSIONAL EXPERIENCE

Truckee Meadows Fire Protection District

EMS Coordinator

August 2023 – Present

Provide comprehensive coordination and oversight of the department's EMS program, supporting approximately 200 personnel across clinical, operational, administrative, regulatory, financial, educational, equipment, and regional EMS functions.

EMS Leadership & Program Management

- Coordinate and oversee a broad EMS program supporting approximately 200 personnel and multiple interconnected clinical, operational, administrative, and regulatory functions.
- Serve as a central point of coordination for EMS initiatives, policies, programs, communications, meetings, and system-wide projects.

- Develop, implement, and evaluate EMS programs and processes to support operational readiness, clinical excellence, regulatory compliance, and organizational goals.
- Coordinate EMS-related agendas, division updates, meetings, communications, and strategic initiatives.
- Provide leadership and coordination for the Line Medic Program, FTO Program, EMS credentialing, student programs, ride-alongs, internships, and professional development initiatives.
- Coordinate special events, civilian ride-alongs, TMCC ride-alongs and interns, and other external EMS activities.
- Participate in EMSAB, FTO, safety, paramedic program advisory, TIP, RCF, and other professional and organizational meetings.

Quality Assurance, Clinical Oversight & Patient Care

- Oversee EMS chart review processes and maintain 100% completion of required chart reviews annually.
- Coordinate clinical quality assurance and quality improvement activities to promote consistent, high-quality patient care.
- Conduct and coordinate patient chart reviews, trauma reviews, clinical reviews, and other quality improvement activities.
- Address patient complaints, patient requests, chart requests, subpoenas, and other patient-care-related inquiries.
- Coordinate FIMR, trauma, stroke, neuroscience, and other clinical initiatives.
- Collaborate with medical directors, physicians, hospitals, and EMS personnel regarding clinical practice and system improvement.
- Support HIPAA compliance and appropriate management of protected health information.
- Coordinate EMS documentation and patient charting technology requirements.

Contracts & Regional EMS Partnerships

- Wrote and manage the REMSA transport contract, coordinating contract requirements and ongoing operational relationships.

- **Wrote and manage the REMSA supply agreement**, supporting regional EMS supply coordination and system requirements.
- Review, develop, negotiate, and manage EMS-related contracts and agreements.
- Coordinate REMSA mutual aid activities and regional EMS relationships.
- Manage and maintain relationships with REMSA, regional EMS organizations, hospitals, physicians, vendors, educational institutions, and other system partners.
- Participate in regional initiatives including EMSAB, ED Consortium, CP Coalition, IHCC, LEPC, and other EMS organizations.
- Coordinate meetings and communications with EMS representatives, physicians, vendors, and regional partners.

EMS Education & Workforce Development

- Develop and coordinate EMS continuing education courses and training programs.
- Provide paramedic student instruction and support the development of future EMS professionals.
- Coordinate refresher instruction, EMS Week activities, and continuing education requirements.
- Support AHA, ITLS, NRP/NALS, and other EMS education initiatives.
- Coordinate state CE documentation and professional certification requirements.
- Maintain EMS credential tracking for approximately 200 personnel.
- Support FTO meetings, FTO program development, and personnel development initiatives.
- Coordinate TMCC student ride-alongs, interns, and civilian ride-alongs.

Regulatory Compliance & Credentialing

- Coordinate compliance with federal, state, and regional EMS requirements.
- Work with the DEA, Nevada Pharmacy Board, state EMS authorities, REMSA, Noridian, Medicaid, PECOS, and other regulatory entities.
- Coordinate Medicaid revalidation and support Medicaid audit activities.
- Manage state permits, certifications, provisional licenses, and professional credentialing requirements.

- Support HIPAA, controlled-substance, pharmacy, narcotic, and EMS regulatory compliance.
- Coordinate narcotic deliveries, out-of-date medication management, medication replacement, and related payment processes.
- Participate in internal audits and regulatory compliance reviews.

Financial Management, Billing & Reimbursement

- Coordinate EMS billing functions and related administrative processes.
- Support GEMT activities and Medicaid reimbursement requirements.
- Manage invoices, payments, purchase orders, and EMS-related financial documentation.
- Support EMS budget development, monitoring, and financial planning.
- Prepare agendas and supporting materials related to EMS finances and operational requirements.
- Review contracts, financial agreements, invoices, and vendor documentation.
- Coordinate financial activities associated with EMS-related organizations and programs.

Equipment, Procurement & Resource Management

- Manage EMS purchase orders, budget requests, equipment procurement, and vendor coordination.
- Develop equipment quotes and support grant opportunities for EMS equipment.
- Manage EMS equipment through CheckIt, including inventory, maintenance, tickets, and activity tracking.
- Coordinate equipment demonstrations and evaluate new EMS equipment and technology.
- Oversee gurney and monitor preventive maintenance programs.
- Coordinate reserve ambulance readiness and equipment requirements.
- Manage patient charting equipment and related technology.
- Monitor EMS usage reports and supply requirements.

- Coordinate REMSA supply reporting.
- Manage EMS headquarters supplies and vending machine restocking.

EMS Technology, Data & Reporting

- Oversee and utilize EMS systems including ESO, Healthie, CheckIt, TargetSolutions, and EMS credentialing systems.
- Monitor EMS usage and operational reports.
- Coordinate ambulance mapping and EMS system data needs.
- Manage chart review and documentation processes.
- Coordinate CheckIt tickets, equipment records, maintenance tracking, and related system activities.
- Support development and implementation of EMS reporting and data-management processes.

Policy, Protocol & System Development

- Develop, review, modify, and implement EMS policies and procedures.
- Coordinate EMS protocol development and modification.
- Evaluate operational needs and recommend improvements to EMS processes.
- Develop and support system-wide EMS initiatives.
- Coordinate AHA initiatives, EMS communications, clinical programs, and department EMS priorities.
- Participate in assessment center processes and organizational initiatives related to personnel development and advancement.

Firefighter / Paramedic

March 2018 – August 2023

- Provided advanced emergency medical care, fire suppression, rescue, and emergency response services.
- Responded to complex medical and traumatic emergencies in a high-volume fire-based EMS environment.

- Applied advanced clinical judgment, critical thinking, and evidence-based patient care practices.
- Collaborated with fire service personnel, law enforcement, hospitals, physicians, and regional EMS partners.
- Supported EMS quality assurance, quality improvement, training, and professional development initiatives.
- Developed extensive frontline operational and clinical experience that provided the foundation for transition into EMS program coordination and leadership.

PREVIOUS PROFESSIONAL EXPERIENCE

Washoe County Sheriff's Office

EMT / Phlebotomist | January 2016 – February 2018

Wildland Firefighter / EMT

May 2016 – October 2016

Saint Mary's Hospital

Physical Therapy Aide | September 2012 – May 2016

Bureau of Land Management

Firefighter | May 2014 – September 2014

Wildland Firefighter / Volunteer Firefighter / EMT Intern

June 2012 – December 2012

EDUCATION

Truckee Meadows Community College

Pre-Hospital Emergency Management

TMCC Paramedic Academy

Paramedic Program

University of Idaho

Wildlife Resources – General Studies Units

CERTIFICATIONS & ADVANCED TRAINING

- Paramedic
- EMS Instructor
- PALS – Pediatric Advanced Life Support
- ACLS – Advanced Cardiovascular Life Support
- ITLS – International Trauma Life Support
- BLS – Basic Life Support
- Nevada Firefighter I & II
- Wildland L-100
- Wildland L-180
- Wildland S-110
- Wildland S-130
- Wildland S-190
- Wildland S-212
- Hazardous Materials Awareness & Operations
- ICS 100, 200, 700 & 800