

Marianne Bitner

Home: 10 Primrose Way, Apt 8105, Haverhill MA 01830 (978) 521-1703

Office: 1221 Westford Street, P.O. Box 187, Lowell, MA 01853 (978) 556-9715

Objective To promote Emergency Medical Services and training in the Merrimack Valley area.

Professional Experience

2000–Present Trinity EMS, Inc.
Lowell, MA

Director of Clinical Services/ALS Coordinator

- Designed and manage the daily QA/QI program using a three tier approach to the review of 100% of the patient care reports for approximate 42,000 ambulance transports yearly.
- Developed and implemented a new 911 ALS program for a private ambulance company to include the purchase of all the ALS equipment and drugs.
- Maintain the database for all ALS patient care reports that include the tracking of ALS skills, medication usage and the 91 NHTSA data points.
- Authored the ALS Policy and Procedure manual and the preceptor manual used for all new employees, students and remediated employees.
- Developed and implemented all OSHA, HIPPA and Compliance employee training.
- Develop and deliver most of the EMT-Basic and EMT-Paramedic refresher and continuing education training for the private ambulance company employees and municipal providers within our 911 contracted cities.
- Manage the Community Outreach Educational Department that provides various educational programs (Heartsaver CPR/AED, 1st Aid and Infectious Disease training) to approximately 6,000 yearly.
- Named the AHA Training Center Coordinator for Trinity EMS Merrimack Valley territory within 4 months of employment.
- Participated in many local, state and national committees
- Facilitate the public relations, municipal 911 and healthcare facility contract negotiations in three cities, 170 employees initial training, refresher and continuing education for a private ambulance service.

1998-2000 NorthEast EMS, Inc.
Wakefield, MA

Assistant Executive Director

- Facilitate and oversight of the Regional Council Committees which monitor the ALS agencies in 70 cities/towns in the Northeastern Massachusetts area.
- Developed and analyzed the Regional needs assessment regarding training, certification and Point of Entry into the EMS system in the 70

cities/towns with the Northeastern Massachusetts area.

- Designed and authored the specialized prehospital training for the Massachusetts Comfort Care/Do Not Resuscitate program.
- Investigated, compiled and recommended the remediation for all ALS providers regarding protocol variances, patient care complaints and OEMS regulation violations.
- Facilitate the public relations for state, regional, municipal agencies.
- Participated in local and state EMS committees as a voting member.
- Revamped and delivered the Regional Trauma Plan to include the Point of Entry to all the Regional agencies through a "Train the Trainer"

1992-1998

Kent County EMS

Dover, DE

Deputy Chief of Administration

- Oversee daily patient care of 4 ALS supervisors and 40 staff paramedics for a county-wide Paramedic service
- Assure conformity to all local, state and federal regulations pertaining to life safety, administration and clinical performance
- Conducted needs analysis regarding patient care protocols, ALS equipment and department Standard Operating Procedures
- Provided ALS patient care and ALS supervisor duties as needed.
- Facilitate the public relations for state, county, municipal departments and volunteer fire/ambulance agencies.
- Designed and manage the daily QA/QI program using a three tier approach to the review of 100% of the patient care reports for approximate 15,000 paramedic transports yearly.
- Assessed and documented the ALS employees skills and patient care for the agency and state medical director.

1991-1998

Kent General Hosp. Emergency Education

Dover, DE

Instructor/Coordinator

- Designed, developed, delivered EMT instructional program based on national DOT curriculum.
- Coordinate and analyzed the EMT-Basic and EMT-Paramedic programs.
- Worked with preceptors to achieve appropriate field evaluations for the EMT-Paramedic students to insure development of appropriate field patient care.
- Work in conjunction with other hospital departments to develop and implement clinical internship programs for EMT-Basic and EMT-Paramedic students.
- Participated in State of Delaware Office of Emergency Medical Services Educational Development Committee and Protocol Review Committee
- Evaluated EMT-Basic and EMT-Paramedic participants at the National Registry EMT skill testing for the State of Delaware

1990-1991

Sussex County Emergency Medical Services
Georgetown, DE

QA/QI Supervisor

- Developed effective daily QA/QI through a peer review committee and retrospective supervisor review.
- Promoted through organization from entry-level EMT-Paramedic to a management position in three months.
- Utilized interpersonal and communication skills to build effective, trusting relationships with employees, patients, families, public safety officials and other health-care professionals.
- Gained experience in public relations, municipal 911 and healthcare facility contract negotiations, employee refresher/continuing education training and supervision.

1985-1990

Beebe Medical Center
Lewes, DE

Chief Radiological Technologist

- Direct and manage the daily operations of the General Radiology, CAT scan, Nuclear Medicine, Ultrasound and a Special Procedures suite at a 135-bed hospital.
- Review and assure profitability of each program through marketing, budget control and equipment purchase/leases.
- Work in conjunction with the hospital administration and other hospital departments to develop and implement cost savings goals through a yearly employee involvement program.
- Control and monitor all fiscal activity including payroll, expenses and budget compliance.
- Manage a yearly budget of 7.5 million dollars and the staff of 52 fulltime, 18 part-time and 8 radiology students.

Education

Ottawa University at Kansas City – Healthcare Administration (42 credits)
Delaware Technical College - Terry Campus
Holy Spirit Hospital School of Radiology - ARRT
Soldiers and Sailors Hospital School of Para Medicine – EMT-P, NREMT-P

Achievements

Delaware State EMS Instructor of the Year (1995)
Who's Who of Business (1994 and 1995)
Laerdal Medical Corporation Board Member for National Research and Development Customer Advisory Panel
Nationally Registered Emergency Medical Technician-Paramedic
Certified as Instructor Trainer AHA CPR/AED
Certified as Instructor AHA ACLS and PALS, PHTLS
Massachusetts BTLA Affiliate Faculty
Certified as NHTSA Traffic Occupant Protection Strategy Instructor/Trainer
Member, MA American Heart Association Public Access Defibrillator Task Force
Member, MA Comfort Care Task Force Committee
Member, MA State EMS Training Committee

Member, MA Legislative and Regulatory Committee
Past Executive Board Member, DE American Heart Association
Adjunct Faculty, NH Technical Institute Paramedic Program

**Oral and Published
Abstracts and
Research**

Society for Academic Emergency Medicine Annual Meeting—May 1998
National Association of EMS Physicians Annual Meeting—July 1998
National Association of Emergency Physicians Annual Meeting—Jan. 1999
Society for Academic Emergency Medicine Annual Meeting—May 1999
American College of Emergency Physicians Annual Meeting—October 1999
Academic Emergency Medicine Journal—May 1998
Prehospital Emergency Medicine Journal—August 1998
Prehospital Emergency Medicine Journal—March 1999
Annals of Emergency Medicine—November 1999
Prehospital Emergency Care 2000—Jan-March 2000
Annals of Emergency Medicine—October 2000

Grants Received

Massachusetts Workforce Grant \$57,695.00 Awarded October 2001 to provide two EMT-Intermediate classes for 40 employees, one EMT-Basic class for 10 Chair car employees, five BTLs Advanced and Basic classes for 100 employees and one National QA/QI Conference for all the senior management, supervisors and preceptors.