



**National Registry of  
Emergency Medical Technicians®**  
THE NATION'S EMS CERTIFICATION™

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2

# ANNUAL REPORT



# OUR MISSION

The National Registry's mission is to provide a valid, uniform process to assess the knowledge and skills required for competent practice by EMS professionals throughout their careers, and to maintain a registry of certification status.



## WELCOME TO THE 2019 ANNUAL REPORT

Dear EMS colleagues and friends,

I've had the honor and privilege to serve as the Chair of the Board of Directors for the National Registry of Emergency Medical Technicians during a unique time in the organization's history. The National Registry of EMTs, along with you, have a mission to protect the public through the assurance of competency. For nearly 50 years we've done just that. But now we must look forward as we set the stage for our future.

In 2018, we conducted a national search for the Registry's fifth executive director and found that leader in Bill Seifarth. As a board, we became more involved with the policies and procedures in an effort to assure continued success and growth for the Registry for years to come. We recognized the need to strengthen our infrastructure and our staff, and we committed to making sure that happens.

As you read the 2018 Annual Report, you will see how far we've come, and you will catch a glimpse into what is in store for the National Registry. I look forward to building and strengthening our collaborations with each of you as we strengthen the EMS profession.

Bob Swor, Chair, Board of Directors



## LOOKING BACK ON A YEAR OF SUCCESS...

Dear friends,

As most of you know, I've been part of the National Registry in some capacity or another for a number of years. In 2018, I was given the opportunity – and the honor – to serve as Interim Executive Director. It was extremely important to me that I found a path forward, looking for opportunities to improve the fulfillment of our mission. That started with the difficult task of the reorganization of the National Registry.

With lessons learned from other high functioning, highly efficient national certification organizations, I led the charge of aligning the National Registry with the needs of our stakeholders. In addition, this set the stage for improved efficiencies, better customer service, stronger stakeholder relations and strengthened communications.

Finally, I was privileged to help lead the search for a new executive director. We are on the cusp of our 50th anniversary and it was important, if not imperative, to find the best person to lead us into the future. Though I handed the reigns of the National Registry to Bill Seifarth in July, please know that the organization, its people, the partners and – most importantly – the mission will forever be in my heart.

Drew Dawson, Interim Executive Director



## ...AND LOOKING FORWARD TO A BRIGHT FUTURE



Dear EMS colleagues and friends,

As the National Registry of Emergency Medical Technicians completed its 48th year, we found ourselves at a crossroads – one where a rich history met innovation and technology. To completely fulfill our organization's original mandate that all states and territories require National EMS Certification for state licensure, we must innovate and modernize.

We know that more than 85 percent of providers taking their initial National Registry certification examination are millennials – aged 23 to 38-years-old. This is a tech-savvy generation and we must align our certification and recertification with their needs and ways of doing business.

The organizational changes we underwent in 2018 set the stage for our future as we head to our 50th Anniversary in 2020. As part of what we're calling "Strengthening The Core," the National Registry will focus on improved IT infrastructure, enhancements and improvements of our examinations and a strengthened approach to continued competency.

I am coming on board with the National Registry at an exciting time in the organization's history. I look forward to building and strengthening our relationships with each of you – state EMS officials, providers, EMS educators, medical directors, agency leaders and others who are engaged in protecting the public and providing comprehensive EMS care.

Bill Seifarth, Executive Director



**Bob Swor**  
DO, FACEP  
Chair



**Heather Davis**  
ED.D, NRP  
Chair-Elect



**Sandy Hunter**  
PhD, NRP  
Member-At-Large



**Debra Cason**  
RN, MS, NRP  
Immediate Past Chair



**Kevin E. Mackey**  
MD, FACEP  
Treasurer



**Jane Ball**  
DRPH, RN



**Leaugeay Barnes**  
MS, NRP, NCEE



**Robert Garrett**  
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**W. Scott Gilmore**  
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**Patricia Hastings**  
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**Marsha Hefner**  
BS



**Michael Kas**  
JD, MS, EMT



**Craig A. Manifold**  
DO, FACEP, FAAEM



**Michael McEvoy**  
PHD, NRP, RN, CCRN



**Kim D. Mckenna**  
PHD, M.ED, BSN, NRP



**Paul R. Patrick**  
M.ED.



**Thomas E. Platt**  
ED.D, NRP



**Kyle Thornton**  
MS, NRP



**Jose Salazar**  
MPH, NRP



**Claire Vecchio**  
MBA



**Elizabeth Weinstein**  
MD, FAAEM, FACEP,  
FAAP



**Alisa Habeeb  
Williams**  
BS, NRP

15

National Registry Board  
approved initiatives in 2018

From internal policy processes to  
allocating spending, the board of  
directors approved 15 initiatives in 2018.

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### Vision

Recognizing our Demographics  
Increasing the Value

“

2018 was a year of transition and strengthening the core in order to work toward a clear vision for 2019, a transformative year with bigger goals." - Bill Seifarth

# FOUNDATION

2018 was a year of growth and discovery for the National Registry. Under the leadership of two executive directors - Drew Dawson as the Interim Executive Director until Bill Seifarth was appointed as the new Executive Director - the Registry restructured, reorganized, embraced new technology and laid out a multi-year modernization plan. 2018 reinforced the organization's foundation - a strong commitment to protecting the public. To ensure the organization's future ability to fulfill its mission, the Board and leadership carefully evaluated the organization's infrastructure, policies, procedures, practices and culture; the Strengthening The Core initiative was the result.

## STRENGTHENING THE CORE

The Strengthening The Core initiative, focuses on three main components:

1

### TECHNOLOGY INFRASTRUCTURE

Our stakeholder and partners rely upon the data and technology systems of the National Registry to make informed decisions.

The Registry is committed to modernizing our technology and improving the user experience.

2

### EXAMINATIONS

Perfecting the integrity and security of the National Certification examination, establishing an examination that simulates current knowledge and technology as well as incorporates field experience, gathered through data of EMS calls. The Registry's cognitive and psychomotor examinations are designed to directly reflect the actual practice of Emergency Medical Services in the United States.

3

### CONTINUED COMPETENCY

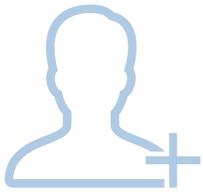
With its mission to protect the public, the Registry is focused on providing value to providers' EMS certification throughout their entire career by ensuring competent, educated and passionate EMS providers to our nation.



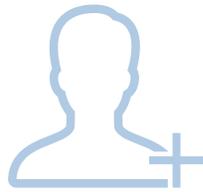
Executive Director Bill Seifarth shares the Strengthening The Core vision with stakeholders at the NASEMSO annual meeting.

# FOUNDATION

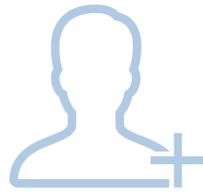
The National Registry strategically recruited and filled ten key organizational positions in 2018. The Registry's staff are a committed team, motivated by the organization's mission and dedicated to serving our stakeholders.



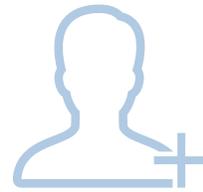
Executive Director



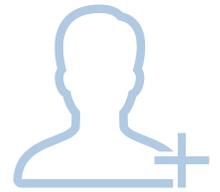
Information Technology Director



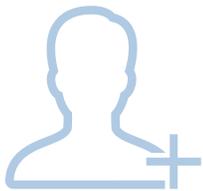
Communications and Marketing Manager



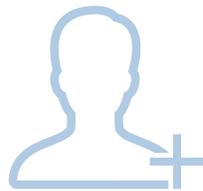
Content Development Manager



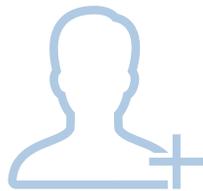
Exam Content Administrator



Business Analyst



Test Administrator



Quality Assurance Tester



Associate Accountant



Research Fellow



# 52

TOTAL EMPLOYEES

“

The growth at the National Registry is astounding! It's exciting to add members to the team who are so passionate about the mission of the National Registry.” - Andrea Culp, CPO

# FOUNDATION

## 2018 National Certification Report



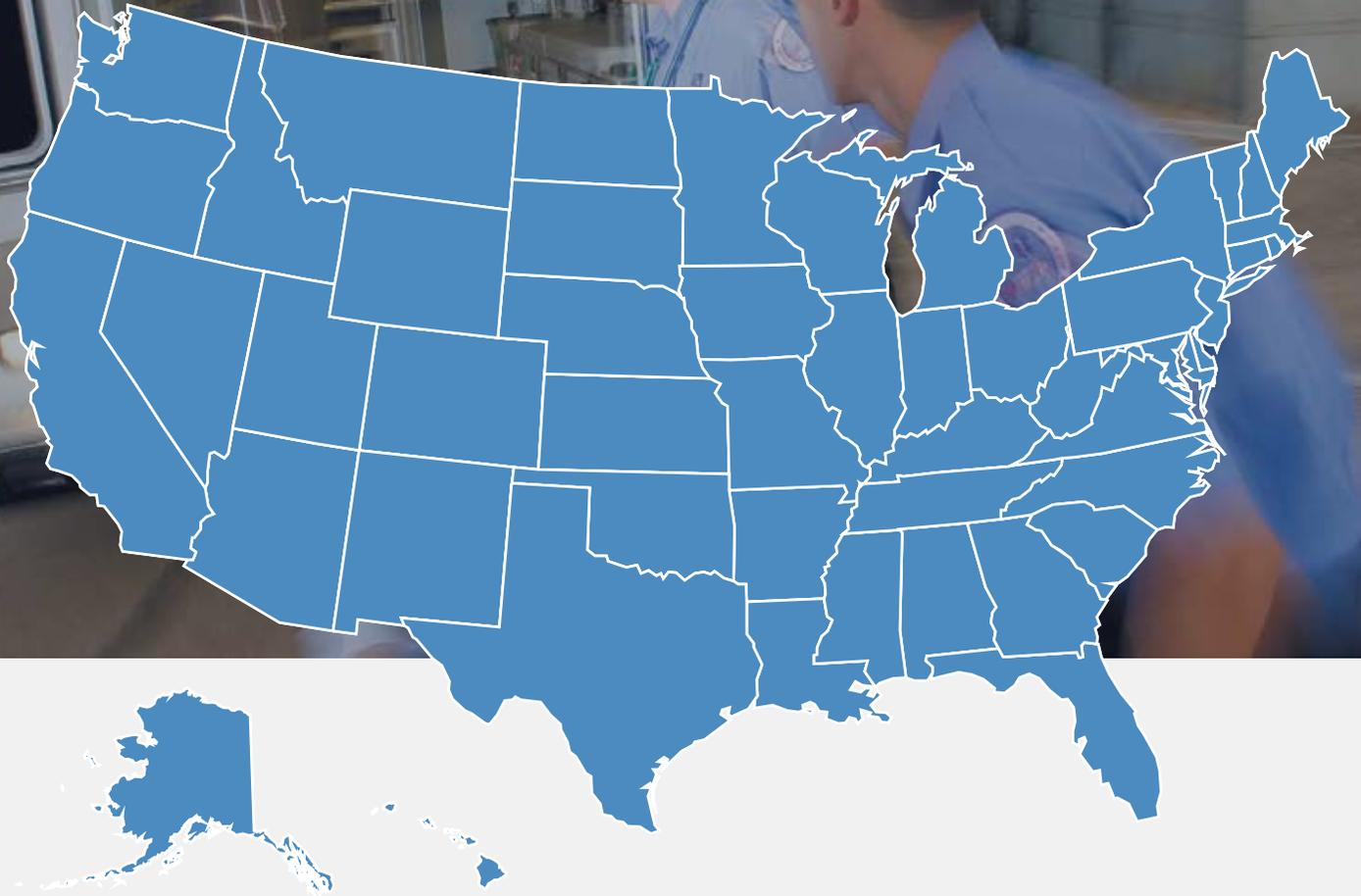
# 406,939

A new record high for currently Nationally Certified EMS Personnel in the United States

achieved in December 2018.

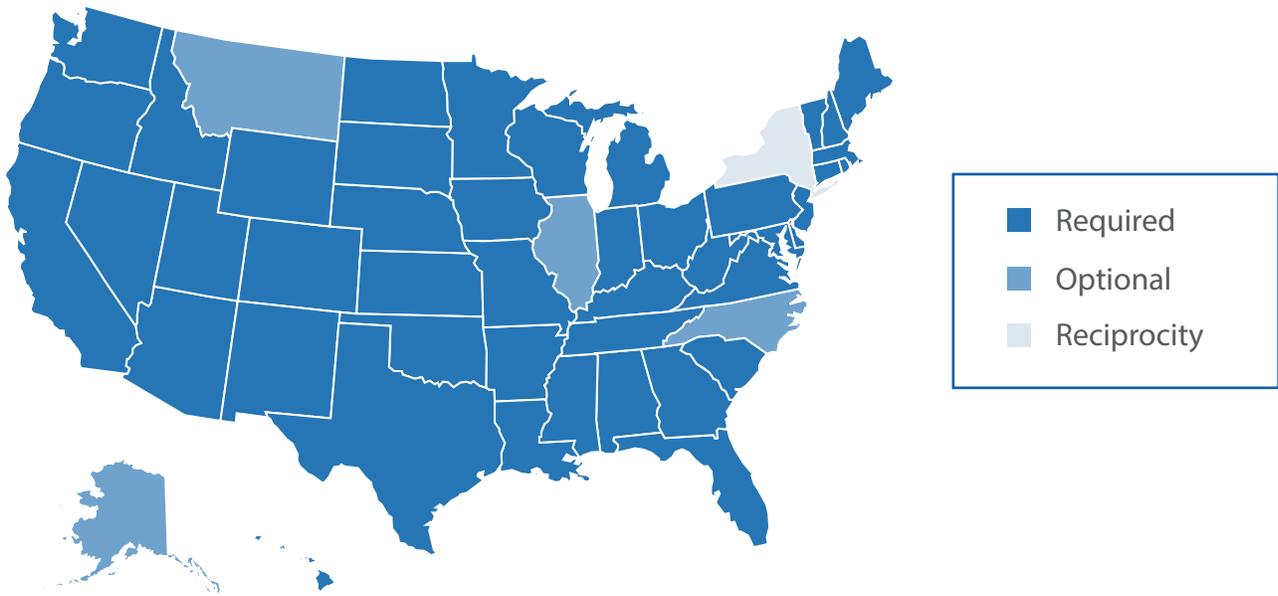
# FOUNDATION

Fulfilling our mission as the Nation's EMS Certification agency, Nationally Certified EMS Personnel are in every state and territory of the United States.

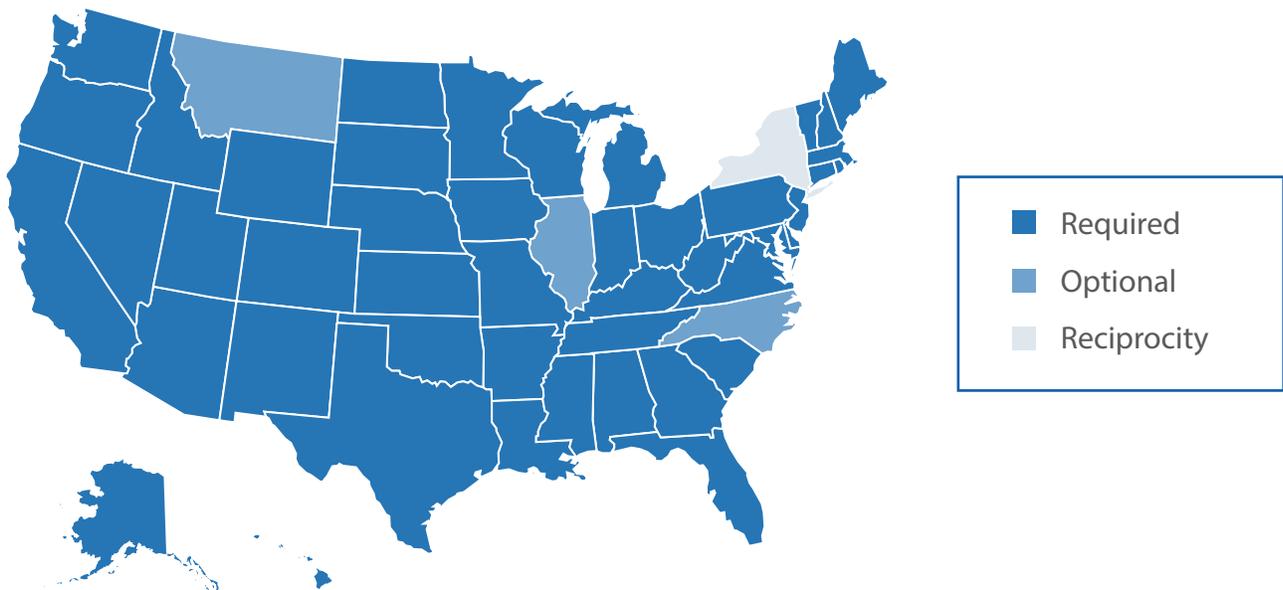


# FOUNDATION

45 States Require National EMT Certification for Initial State Licensure



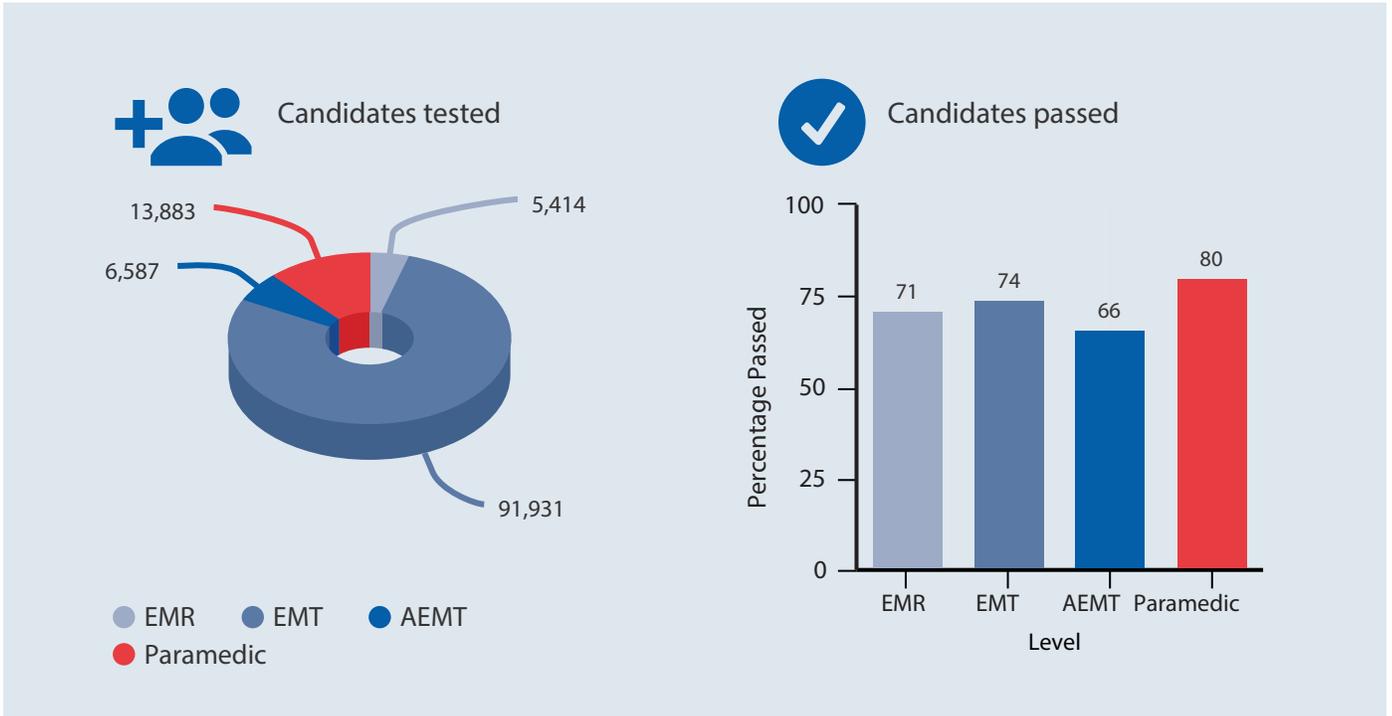
46 States Require National Paramedic Certification for Initial State Licensure



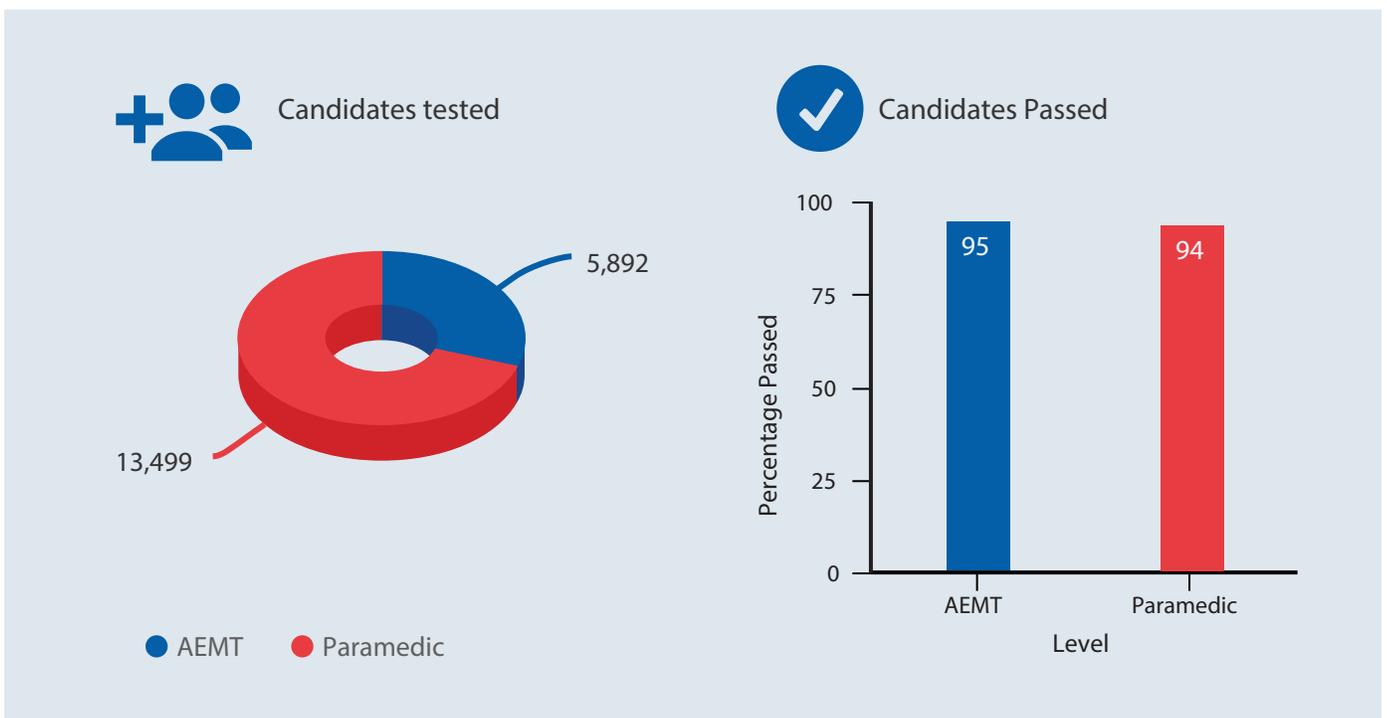
# FOUNDATION

## Examination Pass Rates

### Cognitive Examination



### Psychomotor Examination



# FOUNDATION

## Examinations Team Highlights

348

ACCOMMODATIONS  
PROCESSED

Accommodations requests increased by 40 percent in 2018 compared to 2017

45

PEARSON VUE TESTING CENTERS  
ADDED

Adding testing centers to our network allows for more accessible examinations

2,831

EXAMINATION ITEMS  
APPROVED

Examination items created by volunteer subject matter experts averaged an 81.19 percent approval



“

2018 was a year of self reflection and listening for the examination team. The improvements we made during the year and the ones we planned for our future come directly from our stakeholders.

- Greg Applegate, Chief Science Officer

# FOUNDATION

## Examinations - Item Writing

In 2018, the Science and Examinations team drafted 3,896 new items during many Item writing sessions made up of EMS educators. Of those, 2,831 were approved and added to the item log.



# +28.26%

IN SAVE RATE GROWTH IN 2018

The Registry has generated an 81.13 percent save rate in the last quarter of 2018. This means that more submitted items are being used on the examination, which indicates increased efficiency. Our save rate increased by 28.26 percent from the first quarter, which was at 57.87 percent.

2018 save rates over time



# LISTENING

## Stakeholder Meetings

The National Registry values its partners and realizes that at the core of its mission is to protect the public. Without partnerships, the National Registry would not be able to fulfill its mission. Although the organization continues to leverage video conferencing technology, there's no substitution for attending conferences and meeting with stakeholders in their hometowns.



35

### TARGETED STAKEHOLDER VISITS

National Registry staff visited stakeholders in 27 states, and attended over 35 meetings and conferences in 2018.

# LISTENING



If you always do what you've always done, you'll always get what you've always got."

- Henry Ford

Under the leadership of Drew Dawson, in February 2018 the National Registry committed to an organizational restructuring. A primary motivator for the new organization design was to improve the customer service experience while leveraging each employee's individual talents, experience and abilities. One way we met this goal was to transition Doug Elhert from Information Technology Supervisor to Registrant Services Manager. Transitions like this not only prioritized the organization's commitment to customer service, it also reinforced our culture.

## Introducing Zoho

On average, the Registrant Services Team receives over 3,000 support request emails a month.

In August 2018, the National Registry implemented Zoho Desk as a ticketing application. Anyone contacting the National Registry for support via email is directed to use one email address, [Support@nremt.org](mailto:Support@nremt.org). Those emails are then received through our private and secure Zoho account.

Previously, these emails were handled in Microsoft Outlook using a combination of 20 different email addresses (i.e. [exams@nremt.org](mailto:exams@nremt.org), [certification@nremt.org](mailto:certification@nremt.org), etc.). This process caused emails to filter through departments and result in a longer response time. Prior to the implementation of Zoho, responses to support emails using the Outlook process generally took three to six weeks. The turnaround time for a response using the Zoho ticketing process averages one to two days.

A variety of changes occurred in our Registrant Services team, including but not limited to:

- Designating an internal structure to the call center which includes a Team Lead and a pair of Stakeholder Specialists to specifically handle non-candidate/provider calls. These specialists handle calls from states, Program Directors, Training Officers and Medical Directors.
- Constructing subtle changes to all representatives' desktop applications to allow them access to more information needed to answer calls.
- Empowering the representatives with the tools necessary to facilitate better customer service, such as the ability to offer refunds and/or modify the 90-day deadlines to test as long as Registry policy is maintained.
- Collaborating with IT to develop solutions for repetitive tasks, such as giving candidates and providers the ability to request/process name changes via their accounts on our website.



# LISTENING

## We listened and learned

Communications is a two-way street, and your feedback was heard and appreciated.



### CALCULATORS

The National Registry examinations team concurred that the repetitive request to use calculators on National Registry examinations was appropriate and took initiative to obtain National Registry Board approval. They, too, approved. “The use of a calculator is consistent with practice in the field,” said Greg Applegate, Chief of Science. “Everyone has a calculator on them today.” Beginning in 2018, candidates were able to use a calculator on-screen when the examination called for a calculation to be made. Outside devices are still prohibited in the testing area.



### TWO YEAR EXAMINATION VALIDITY

In November, the National Registry Board of Directors adopted a policy that passing scores on both the cognitive and psychomotor examinations could be applied to applications for initial certification for up to 24 months from the date of successful examination. In addition to being consistent with other 24-month time periods used by the National Registry, research has consistently shown that there is relatively little degradation of knowledge within a two-year period. Previous policy only applied passing score for 12 months.



### CALL CENTER

New technology, Zoho, was brought to the National Registry’s call center in 2018. As part of the organization’s reorganization, new software was implemented to more efficiently handle calls and support-related emails. Stakeholders experienced a significant reduction in hold times for phone calls and faster responses to email inquiries.

# LISTENING

## Results of efforts



### iOS APP

Mobile devices are the present and the future. With that knowledge, the National Registry launched its first mobile app for Apple iOS devices on April 25, 2018. Interim Executive Director Drew Dawson said, “we are dedicated to making the National EMS Certification process easier – from providers to leadership.” The intuitive and user-friendly app helped users manage education, access transcripts, add courses, upload attachments and update account profiles. The decision was made to debut the iOS app first because more than 70 percent of the National Registry’s stakeholders used that platform. Shortly after release, the National Registry iOS app achieved the coveted number 1 spot in the medical applications category.



### RECERT 2.0

The 2018 recertification season included the release of Recert 2.0, a modernized software platform designed to improve the recertification process. The new electronic education transcript, a core component of Recert 2.0, allows EMS personnel to store digital copies of certificates and education records in the National Registry’s database. Another core component of the system was the ability to directly import continuing education from the Commission on Accreditation for Pre-Hospital Continuing Education (CAPCE) database.



### FEEDBACK

In 2018, we attended over 35 conferences where we spoke, listened and learned. We encouraged feedback and took action upon it. We were able to fix simple problems and write a plan to address the bigger concerns. The National Registry values feedback from State Officials, stakeholders and providers. It is our goal to have an open door and transparent communication.



" I would like to thank the National Registry for holding me to a higher standard. I always felt the extra education made me a better caregiver."

## Roger Younker, NRP

“

For over 40 years, I have been involved with the world of EMS. It was my vocation, my livelihood, my addiction, my life. It was who I was. Though the time has come for me to step aside, I've had a good run. I spent 28 years as a street medic, 20 years as a flight medic and 10 years as a Paramedic Program Director, and I've seen it all – more good than bad, though. Since April 20, 1976, I've been Nationally Registered as an EMT or Paramedic. I would like to thank the National Registry for holding me to a higher standard. I always felt the extra education made me a better caregiver. So I thank the National Registry for that. Though I probably still have one good call left in me, I will step aside. I leave EMS with a few creaky bones, a warped sense of humor and a few good stories.

~ Roger Younker

# LISTENING

## Follow the National Registry on social!



96

Total posts

3,162

Likes

567

Comments

1,929

Comments



June

December

"The mission was clear when I arrived at the National Registry of EMTs in June – create a strategy to reach new and existing audiences in a positive and effective manner.

While email marketing and communications were already in place, it was apparent the National Registry needed an identifiable and consistent social media presence. Research indicates that people are more likely to interact with a company or organization that has an established social media presence and, in many cases, will become advocates and ambassadors.

Facebook was the logical starting point. The good news was that we already had a following. The goal was to post regular useful, interesting and educational content. An added benefit was that we were able to interact with providers in a way that they expect to be communicated in channels they were already using.

Once Facebook had a solid foundation with consistent content, we were able to use it as a building block for other channels to follow – namely Twitter and Instagram.

We know the demographics of our Nationally Certified personnel, and our goal is to meet them and communicate with them in the spaces they are familiar with and use each and every day."

~ Shane Cartmill, Marketing and Communications Manager

Follow the National Registry on Social



The National Registry of EMTs



@NREMT

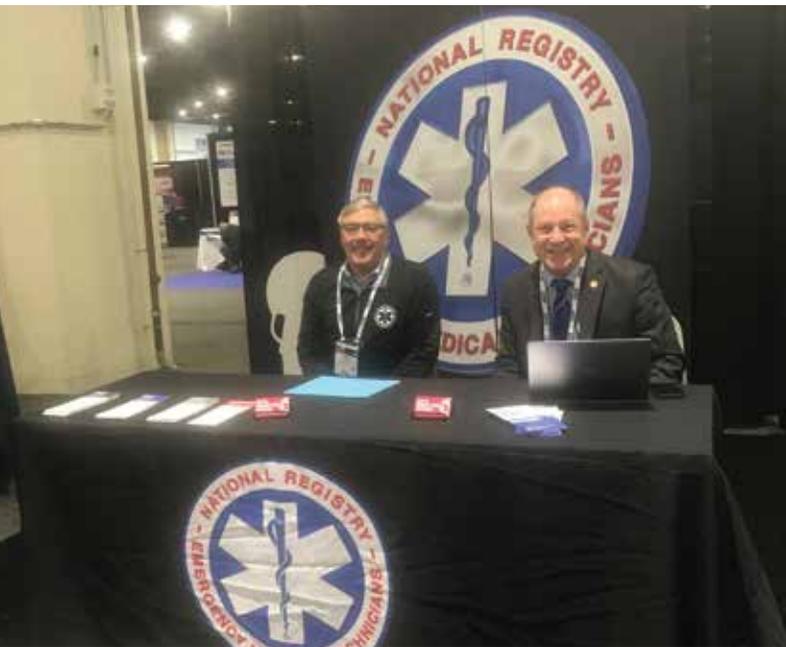


@NationalRegistryofEMTs

# RELATIONSHIPS

## State Advisory Group (S.A.G)

This year, we implemented the very first State EMS Advisory Group.



The Advisory Group makes recommendations to the National Registry's Executive Director and staff on an array of different areas. Some of the recommendation areas include:

- Impact and implementation considerations for current policies, procedures and actions taken by the National Registry.
- Impact and implementation considerations for proposed policies, procedures and actions under consideration by the National Registry
- Serves as a sounding-board and think-tank for policies, procedures, technology and activities
- provides advice on the general image and brand of the National Registry

## Nationally Recognized Research

- 11 publications which came out from the research team
- 9 abstracts at National meetings including 3 oral presentations.
- 1 National Award by Rebecca Cash: Student Research Presentation Award at the American Public Health Association Conference,



“ In August, a manuscript titled, “Changes in Naloxone Administration during Emergency Medical Services Events, 2012-2016” was published in the Center for Disease Control and Prevention’s Morbidity and Mortality Weekly Report. It performed well with an impact factor of 11.5 and an Altmetric score of 173, meaning that it is in the top 5% of all research outputs ever tracked by Altmetric (12,045,566 research outputs).

- Ash Panchal, PhD, MD

# RELATIONSHIPS

New Jersey, West Virginia, Florida, Utah, Wyoming, Delaware, Northern Mariana Islands enhanced their partnership with the National Registry in 2018.



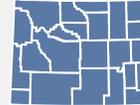
NEW JERSEY completed their transition as a full-registry state in 2018 with the requirement for all EMTs to obtain National Registry certification as a prerequisite for state licensure. The Registry worked collaboratively with the New Jersey Office of EMS to fully integrate the state's software system, used to track EMS students and courses, with the National Registry system. To meet the additional cognitive examination demands, additional Pearson VUE sites were authorized in New Jersey.



WEST VIRGINIA adopted National EMS Certification as a requirement for state licensure at the EMR, EMT, AEMT and Paramedic levels. Furthermore, maintenance of National EMS Certification is a requirement for license renewals. During the transition, West Virginia leveraged the Mark King Initiative (MKI) - named for Mark King (1953-2006) the former West Virginia EMS Director - to reinstate eligible EMS personnel.



Following a change in UTAH's EMS regulations in 2018, EMS personnel are not only required to obtain National EMS Certification as a prerequisite for initial licensure, maintenance of National EMS Certification is mandatory for re-licensure. Additionally, Utah successfully leveraged the Mark King Initiative (MKI) to reinstate eligible EMS personnel.



After joining the Recognition of EMS Personnel Licensure Interstate Compact, WYOMING adopted National EMS Certification as a requirement for state licensure at the Emergency Medical Technician and Paramedic levels.



FLORIDA strengthened their long-standing partnership with the National Registry in 2018 by sun-setting the Florida Paramedic examination and adopting National Registry Certification at the Paramedic level. Now, Florida requires National EMS Certification as a prerequisite for state licensure at all EMS levels.



In 2018, DELAWARE expanded their existing requirement of current National EMS Certification as a prerequisite for state licensure, to also include license renewals. With this change, Delaware leveraged the Mark King Initiative to reinstate all eligible EMS personnel.

# RELATIONSHIPS

## The EMS Compact



The Recognition of EMS Personnel Licensure Interstate Compact (REPLICA), as enacted by legislation in 16 states, protects the public and enhances the Emergency Medical Services system in the United States. The EMS Compact facilitates the day-to-day movement of EMS personnel across state boundaries in the performance of their EMS duties as assigned by an appropriate authority. The EMS Compact authorizes state EMS offices to afford immediate legal recognition to EMS personnel licensed in any other member state.

In 2018, the National Registry entered into a partnership agreement with the Interstate Commission for EMS Personnel Practice, the governmental commission responsible for the day-to-day management of the EMS Compact, where the Registry provides administrative support for the Commission and also serves as the database and technology partner for the EMS Compact.



By December 2018, 16 states had passed the EMS Compact legislation.

# RELATIONSHIPS

The new website functionality allows Nationally Certified EMS personnel to import CAPCE accredited electronic transcripts – complete with the course name, completion date, and course sponsor – direct from the secure CAPCE database into their personal National Registry transcript.

## "The Registry partners with CAPCE!"

@NREMT teams up with CAPCE to make submitting education records easier!

The new web tool makes submitting continuing education records faster and more accurate. The Registry partnered with the Commission on Accreditation for Prehospital Continuing Education to allow EMS providers to import approved continuing education course records directly into their National Registry account.

“We’re excited to provide a major time savings to our EMS personnel,” Donnie Woodyard, Chief Operations Officer at the National Registry, said. “This also provides immediate validation to National Registry staff that the imported CAPCE courses are compliant during random and routine audits that we conduct.”

“This system was designed and built by CAPCE and the National Registry with the goal of relieving the demands on our nation’s Paramedics, AEMTs, EMTs and Emergency Medical Responders,” Jay Scott, executive director of CAPCE, said. “We’re happy to provide validated continuing education data that will make the recertification process faster and easier.”



# CULTURE

Understanding

Stability

Progress

Ownership

Strategic plan

Encouraging

Accountability

Transformation

Integrity

Leadership

Values

Recruiting



One thing the National Registry experienced in 2018 was a shift in culture. When executive director Bill Seifarth came on board with the Registry, he brought not only a strategic vision, but an open door policy and encouragement to share opinions. The culture shift at the National Registry included a "Jeans Policy" that was passed so that all employees were permitted to wear jeans as part of the business casual dress code. This helped communicate, in a non-verbal way, that the National Registry encouraged relaxed and efficient work days. The culture shift also included a new layer of accountability and understanding. The Registry held people accountable for their actions and also took the appropriate time to award people for their successes. The organization also worked to develop a new set of values and practices them daily.

# CULTURE

In 2018, there was a recognized need for internal company values. The values were created to help align the organization with the mission and culture the National Registry wanted to achieve.

The values were selected by all National Registry employees and are put into action each day.



Accountability



Collaboration



Inclusiveness



Innovation



Integrity



Transparency

# CULTURE

## Internal Spotlight: Sara Hammond



“

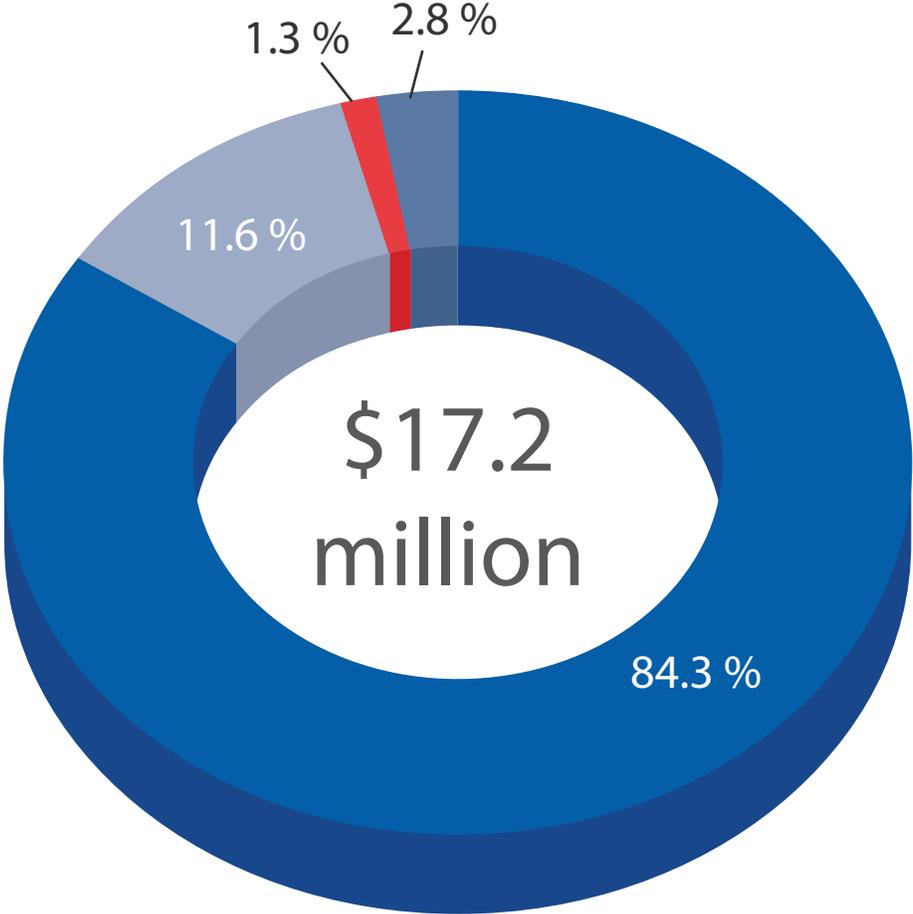
People are valued at the National Registry. The Registry was great about everything. The overall support I received through my education as well as trying to balance my home and work life was amazing.”- Sara Hammond

Sara Hammond came to work at the National Registry as a data entry clerk in May 2005, keying information from applications into the computer system and stuffing envelopes with examination results letters for candidates. Little did she know what was in store for her as her job turned into a career. “It was overwhelming. I came from an extremely rural area into a real office setting. As a 19-year-old, the Registry seemed so big,” said Sara. Shortly after she was hired, Sara was moved to the call center where she answered a variety of questions from stakeholders around the country. That move also turned out to be temporary. The National Registry’s bookkeeper was overwhelmed and needed help. The executive director remembered from an earlier conversation that Sara had dabbled in accounting classes before she decided that, at the time, college was not for her. She was asked to help in accounting during the afternoons.

By 2008, Sara’s hard work and dedication was noticed. She was again called to the executive director’s office. This time, though, the ask was even bigger. Sara was encouraged to return to college and finish her degree in accounting. Continuing to work full time at the Registry, she completed her associate’s degree in 2011. Sara went on to earn her Bachelor’s degree and her CPA certification. “It was difficult being a full-time student and a full-time employee, but the Registry supported me through everything,” said Sara. “They invested me as a professional.” Today, Sara serves as the Registry’s lead accountant. She is excited about the future of the Registry, saying she’s witnessed a culture shift in the past few years and another ray of light when Bill Seifarth took the helm as executive director. “I love working at the Registry because I believe in what we are doing here. It feels like a much more worthy cause to work for a company that you believe in honestly and fully,” said Sara. “And always go for what you want to do.”

# CULTURE

## Operating Revenue

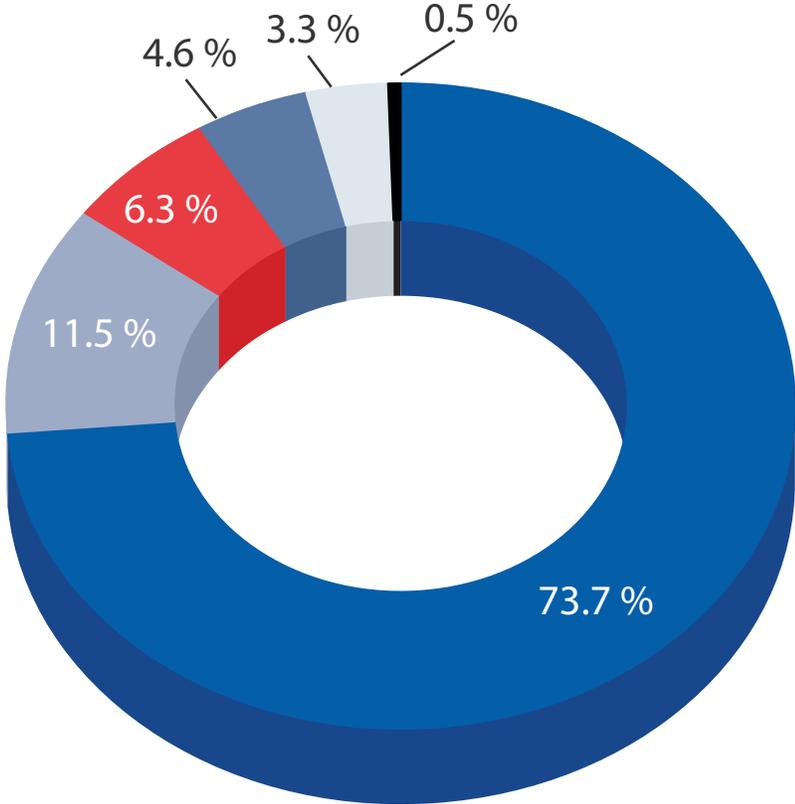


● Certification    ● Recertification    ● Sales    ● Other

Revenue	
Certification	\$14,465,648
Recertification	\$1,985,635
Sales	\$221,602
Other	\$487,660
<b>Total Revenue</b>	<b>\$17,160,545</b>

# CULTURE

## Operating Expenses



- Competency      ● General and Administrative      ● Information
- Community Relations      ● Research and Development      ● Sales

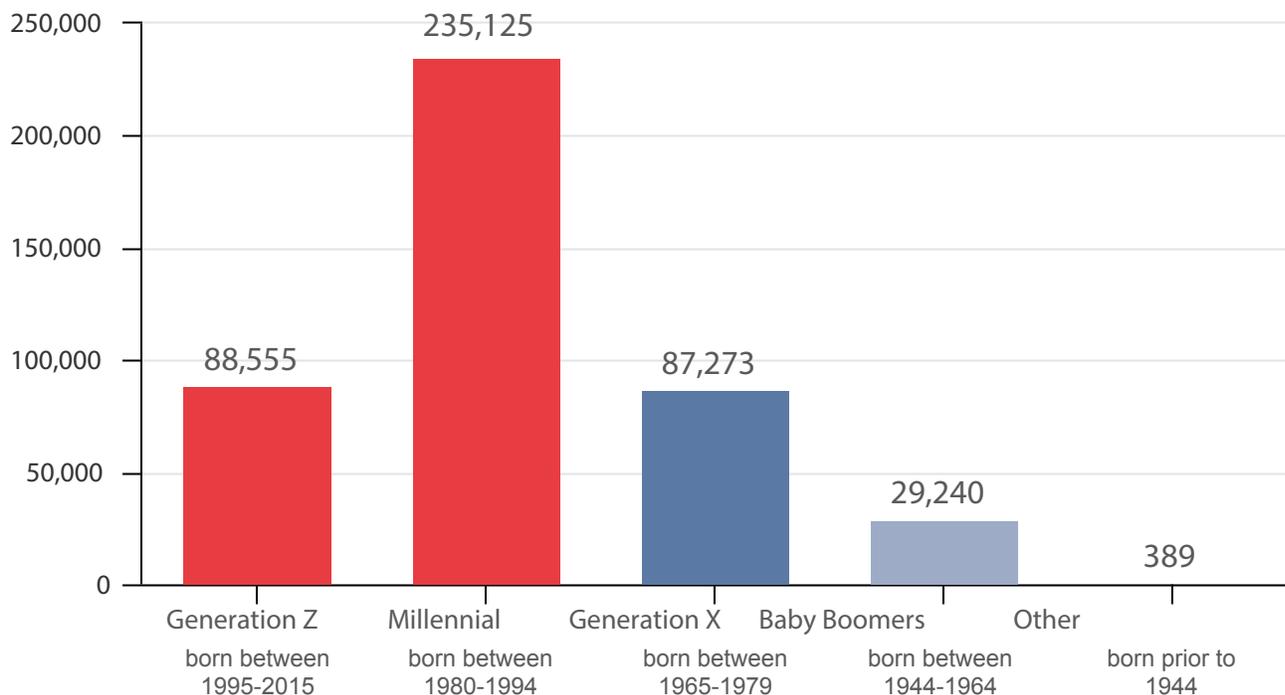
Expenses	
Competency	\$12,508,569
General & Administrative	\$1,957,911
Information	\$1,069,980
Community Relations	\$784,161
Research & Development	\$568,287
Sales	\$87,721
<b>Total</b>	<b>\$16,976,629</b>

# VISION

## Recognizing our demographics

Looking forward, we understand the importance of meeting our audience where they are. We recognize that 73 percent of the population we serve are Generation Y or younger. That means most Nationally Certified providers are under the age of 38. From research and simply as a part of society, we recognize that consumers receive and interpret information in new ways. We are preparing for a future of social networking, real-time responses, cutting edge technology and software updates to our application and website and much more. We are excited to dive into a world of two-way communication and look forward to engaging all demographics which we serve.

Demographics of all Nationally Certified EMS Professionals



These two age groups occupy nearly 73 percent of our demographic

# A NOTE OF THANKS...

# 2018

Partners,

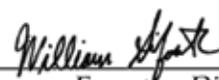
It was an honor and a privilege to be named as the fifth Executive Director of the National Registry. This is an amazing opportunity with tremendous responsibilities, and I want to say thank you to the Board of Directors for trusting me to lead the organization into the future. I am energized about the great possibilities that lay ahead for the National Registry and the EMS profession.

Collaboration is important to our organization and our mission and we couldn't do it without all of you. As we continue to further the EMS profession as the Nation's EMS Certification body, the National Registry will continue to forge new partnerships and strengthen existing ones. Nowhere is this more evident than with the state EMS offices, EMS organizations and EMS training programs throughout the nation.

Thanks also to the Medical Directors and Training Officers at agencies throughout the United States. Their work, which many times is overlooked by those outside the EMS profession, is integral in ensuring the public is safe, that EMS providers are trained, that education is up-to-date and that providers are properly equipped with the knowledge and skills for National Certification and state licensure.

And to the providers – you are the reason we are here. Thank you for the selfless acts and commitment for the communities you serve. The National Registry is committed to helping you throughout your career, whether you are new to the profession or a seasoned veteran with years of experience.

The future of EMS is exciting, and the great things are ahead for the profession. Thank you for all that you do.



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*Executive Director*