



Date: January 21 , 2026

System Memo: #441

To: All NCH EMS System members and participants

From: Vasilios (Bill) Toliopoulos, MBA, BSN, RN, PHRN, EMS Administrative Director
Kourtney Chesney BSN, RN, PM, EMS System Coordinator & Education Program Director
Matthew Jordan MD, FACEP, EMS Medical Director

RE: **Update to EMS System Operations**

Background

The **Endeavor Healthcare System** is in the process of updating their EPIC electronic medical record program and have redirected our EMS System Administrative Director as the interim Director of Nursing.

Update

This project is projected to be completed within the next 9 to 12 months, with the anticipation of ending the interim responsibilities.

During this transition, the EMS team will be reallocating some of the Administrative Directors responsibilities to the EMS System Coordinator and ancillary staff.

The transition will begin to occur as of **Feb. 1st, 2026**. At this time the ask of the system is that **all correspondence be directed to the EMS System Coordinator, Kourtney Chesney**.

We want to reassure that all operations, goals, projects, and initiatives will continue as planned without interruption.

**Thank you for your partnership in keeping our patients, communities,
and each other safe.**