



Steven Kroll

Position Sought: Northeast Region Director

Candidate Background Information

Summary of Skills and Experience

- Extensive experience as a leader in emergency medical services.
- Comprehensive experience leading health care, emergency medical service, and disability advocacy. Specialize in developing legislative and regulatory agendas, advocacy strategies, coalitions, building consensus, leading constituencies, and collaborating with diverse interests to achieve common strategic objectives.
- Comprehensive experience working with and guiding strategic discussions of emergency medical service, hospital, health system, developmental disability, and continuing care chief executives and governing boards.
- Expertise in political fundraising and leading political advocacy.
- Extensive experience as an organizational spokesperson.
- Expertise in environmental assessment, health care, emergency service, and developmental disability provider transformation and system development, developing innovative solutions, and explaining complex issues.
- Innovation experience in designing and implementing mobile integrated health care and EMS treatment in place programs.

EMS Experience

Delmar-Bethlehem EMS (DBEMS)

2013 – Current

Part-Time Executive Director and Volunteer Chief of Delmar Bethlehem EMS, a not-for-profit EMS agency that responds to 4,900 calls for assistance per year. Oversee approximately 100 paid and volunteer EMS professionals and a budget of \$2.5 million per year. Oversaw two full-asset mergers bringing together three independent ambulance corps into one sustainable EMS organization.

Volunteer Emergency Medical Services Provider and Firefighter

2002 – Current

Achieved initial training as a NYS Emergency Medical Technician in 1982 and Paramedic in 1986. Experience in urban, rural, and suburban EMS and emergency readiness in New York spanning three decades in both paid and volunteer roles. Served as a front-line EMS provider and held executive leadership positions with three volunteer ambulance corps. Trained to ICS 400 level. Served as the Assistant Chief of the Delmar Volunteer Fire Department from 2007 - 2012. Stepped down from active firefighter status in 2021.

EMS Activities and Awards

- 2025–2026 — Advocacy Committee Chairperson, National Association of EMTs

- 2025–2026 — Finance and Economics Committee Member, National Association of EMTs
- 2025 — Selected to the City and State New York Magazine “Who's Who in Government Relations”
- 2023 — EMS Advocate of the Year Awardee, National Association of EMTs
- 2022–2023 — Board of Directors, National Association of EMTs
- 2020 – Current — Legislative Committee Chairperson, New York State Volunteer and Rescue Association
- 2019 – Current — NY Advocacy Coordinator, National Association of Emergency Medical Technicians
- 2018 — National Association of Emergency Medical Technicians/Braun Industries EMT of the Year
- 2018 — Hudson Mohawk Region Emergency Medical Services Council Harriet C. Weber EMS Leadership Award for innovation, dedication, responsibility, and executive skill in establishing, maintaining, promoting, and expanding EMS organizations at the community and state level
- 2013 – Current — Thirteen-year member (2013-2026) and Past Chair of the New York State Emergency Medical Services Council (SEMSCO). Currently serve on the NYS Emergency Medical Advisory Committee (SEMAC). Principal author of 2019 report: EMS Workforce Shortage in NYS -- Where Are the Emergency Responders, 2023 SEMSCO EMS Salary Survey, and 2024 report: Where are the Emergency Responders? See [New York State Department of Health - EMS Reports](#).
- 2010 – Current — 2019–2020 Chair of the Hudson Mohawk Region Emergency Medical Services Council. Currently Immediate Past Chair.

Education

- 2010 — HANYS-Cornell University Academy for Health Care Leadership Advancement
- 1988 — Master of Health Administration, Duke University
- 1986 — Bachelor of Science, Business Administration, State University of New York at Buffalo
- 1986 — Certification as NYS Emergency Medical Technician-Paramedic

Other Employment Experience

Associate Advisor, Cambridge Consulting Group

2024 – present

A group of independent consultants who have formed a collaborative team of experts in the paramedicine field. Our team has extensive knowledge and experience in emergency medical services, ambulance operations of every organizational structure, and medical transportation service.

Chief Delivery Officer and Executive Leader for MIH, UCM Digital Health

2019 – 2023

- Member of the executive leadership team and responsible for operation and expansion of the clinical delivery system to support 120,000+ annual telemedicine clinical encounters. Led UCM through a 400% operational expansion to accommodate demand created by the COVID-19 pandemic.
- Executed delivery system build-out after completion of Series A venture capital financing.
- Designed groundbreaking integration of UCM’s virtual telemedicine ER program with emergency ambulance responders and 911 call centers to provide a treat-in-place solution for ER over-

utilization by bringing the ER to patients. Engaged regional insurers to secure EMS agency payment for treat-in-place encounters. More than 1,500 treat-in-place encounters were completed with approximately two dozen EMS agencies, with ER avoidance in 75% of cases.

Steve Kroll Innovations

2018 – 2019

Helping leaders develop strategies that advance their organizations through positive change.

Using expertise gained during more than three decades of not-for-profit leadership in the hospital, health care, emergency medical service, and developmental disability fields to help other leaders succeed.

Offering leadership guidance in strategic thinking, change management, operational improvement, organizational restructuring, governance improvement, advocacy development, and data driven strategies.

Notable Projects

- Assisting rural and suburban ambulance corps traveling the sustainability journey from volunteer to hybrid and career, including building sustainable not-for-profit governance.
- Assisted a multi-hospital system with state approval of a new model of in-home telemedicine care.
- Retained by a County legislature to implement a new vision for legislative staff operations.

Executive Director, NYSARC, Inc.

2015 – 2017

NYSARC is New York's largest not-for-profit provider of services and supports for people with developmental disabilities. NYSARC is now doing business as The Arc of New York.

- Led enterprise with a \$1.7 billion annual budget that provides support to 60,000 people.
- Led NYSARC through planning and implementation of corporate modernization, turnaround, and innovation. Guided the development and implementation of a strategic vision for the transformation of corporate structure and infrastructure, service delivery, and legislative and regulatory advocacy in a rapidly changing environment and in preparation for the conversion from fee-for-service to capitation.
- Headed the 90-person central corporate office with fiscal and quality oversight over 47 subsidiary Chapters that employ more than 29,000 people and provide services in every county in New York State.
- Served as the advocacy and lobbying leader and chief staff spokesperson for an organizational membership of more than 100,000 people.

Vice President of Governmental Affairs and External Relations, Healthcare Association of New York State (HANYS)

1995 – 2014

The Healthcare Association of New York State is the statewide trade association representing more than 450 not-for-profit hospitals, health systems, and continuing care providers.

Legislative Assistant for Health Care and Education, United States Senate

1993 – 1994

Oversaw development and implementation of legislative strategy on health care and education for U.S. Senator Byron Dorgan. Emphasis on health care reform, prescription drug pricing, and preventing violence in schools.

Associate Director, American Hospital Association Office of Federal Relations, Washington, D.C.

1988 – 1993

Developed and analyzed health policy, liaison to federal executive agencies and congressional offices, developed and implemented grassroots lobbying and political education programs.

Community and Civic Activities

Board of Trustees, Cobleskill Regional Hospital and the Bassett Healthcare Network

2001 – Current

Elected Chairperson of Cobleskill Regional Hospital (CRH) Board in February 2021. Elected to the Board of Trustees of the five-hospital Bassett Healthcare Network (BHN) in June 2024. Service on the CRH Executive and Finance, CRH Quality, and CRH Governance Committees. Serve on the BHN Board Executive Committee, Strategic Planning Committee and Retirement Modernization Board Committee. CRH has been distinguished as a 2024 and 2026 Top 20 Critical Access Hospital in the U.S. by the National Rural Health Association. Selected as Board Chairperson of the Friends of Bassett Healthcare Network in 2024, which generates philanthropic support for the hospital network.

- Eagle Scout, Boy Scouts of America

Verification of Background Information

Delmar-Bethlehem EMS

- <https://www.delmarems.org/directors-staff>
- <https://www.delmarems.org/officers>

Cambridge Consulting Group

- [Who We Are – Cambridge Consulting Group](#)

Hudson Mohawk Regional EMS Organization

- <https://www.remo-ems.com/emergency-medical-services/about-remo/>

New York State Emergency Medical Advisory Committee

- [SEMAC and SEMSCO Members](#)

NYS Volunteer Ambulance and Rescue Association

- [New York State Volunteer Ambulance & Rescue Association, Inc.](#)

Cobleskill Regional Hospital, Bassett Healthcare Network, Friends of Bassett, and Healthcare Trustees of NYS

- 
- [Meet Our Board | Friends of Bassett](#)
- [Healthcare Trustees of New York State - HTNYS](#)

Awards

- <https://www.braunambulances.com/braun-ambulances-honors-2018-emt-of-the-year/>
- 2023 NAEMT EMS Advocate of the Year: <https://www.naemt.org/advocacy/National-EMS-Advocacy-Awards>
- [The 2025 Who's Who in Government Relations - City & State New York](#)