

# My Awesome Job: Mitchell Powell, Senior Director of Emergency Medical Services



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**A paramedic and 18-year NYU Langone Health veteran, Mitchell Powell discusses how his team manages 93,000 emergency calls a year, what he tells staff after a trying day, and a new program to train and certify EMTs in-house.**

*Senior director of Emergency Medical Services (EMS) Mitchell Powell oversees our fleet of 24 ambulances from his office at NYU Langone Hospital—Brooklyn. More than half operate within the city's largest borough. Powell, who has spent 31 years as a paramedic and has been an NYU Langone employee since 2005, oversees a team*

*of nearly 400 EMTs, paramedics, and staffers across our three campuses and the NYU Langone Health—Cobble Hill Emergency Department.*

**Our team keeps growing.** When I first arrived at NYU Langone, we only had four ambulances; now we have 24. We had 50 people in Emergency Medical Services; today our staff is about 400 strong and fields about 93,000 emergency calls a year. We tend to everything from minor accidents to serious injuries and illnesses. For my part, I'm responsible for three things: vehicles, equipment, and staffing. If we have those three things in place, I'm confident we can do whatever we need to do.

**You never know what the day will bring.** EMS is all about learning, since every call is different. My days are nonstop. The phone rings constantly, even when I'm off duty. The New York City Fire Department contacts us regularly to talk through aspects of various cases. My job is to provide guidance and make sure my team has the right tools to do their jobs. It's a responsibility I take on proudly every day.

**I'm there for my people, in good times and bad.** Sometimes an EMT will come into my office because they're having a rough day, and I welcome the opportunity to help. I'll say, "I get it. I've been there myself. I understand what you're going through. Here's how to deal with this." I oversee a large and diverse group of staff, from ages 18 to 60-plus. I let them all know I have an open-door policy for anything they need. I'm here for them.

**We're training our own.** In the past, EMTs had to be certified elsewhere. Now, after a long application process with the Department of Health, and with help from the \$166 million gift from Bezos Family Foundation, I'm excited to announce that we're launching our own in-house training program starting this fall. Classes will be held at NYU Langone Hospital—Brooklyn and taught by our own EMTs and paramedics. Coursework will take around four months to complete and is designed to be taken part-time. The program incorporates everything from basic CPR to every aspect of what an EMT does. We'll be able to recruit certified staff right out of the program, almost like an internship program.

**My job is awesome because...** I wake up every morning knowing that I get to work at one of the most prestigious hospital systems in the world. NYU Langone has been very supportive of both the EMS department and me. I can't imagine going anywhere else or doing anything else.