



MARCH 2019
FLSA: NON-EXEMPT
Bargaining Unit: PL
JCN: 5900

County of El Dorado
June 1995

QUALITY IMPROVEMENT COORDINATOR

DEFINITION

Under direction, coordinates, evaluates, and reviews activities to provide County-wide emergency medical services (EMS) and programs; provides expert technical assistance to County staff and the community in areas of responsibility; and performs related duties as assigned.

DISTINGUISHING SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisory or management personnel. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is a single position class has responsibility fully qualified journey-level classification. Incumbents are responsible for implementing a plan for countywide emergency medical services County-wide EMS and programs including oversight of outside emergency medical services staff throughout the County. This position is distinguished form that of Deputy Public Health Director/Emergency Medical services in that the latter has division level responsibility for overall planning, fiscal management and operation of the activities of the County's Emergency Medial Systems Agency. Positions at this level perform the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

EXAMPLES OF DUTIES TYPICAL JOB FUNCTIONS (Illustrative Only)

- > Coordinates, implements, and monitors an effective and comprehensive quality improvement program for the El Dorado County Emergency Medical Services EMS Agency.
- ~~Coordinates, implements and monitors certification and accreditation of pre-hospital personnel.~~
- ~~Monitors certification of nurses who are authorized as Mobile Intensive Care Nurses (MICN's).~~
- > Plans, coordinates, develops, and implements training programs for pre-hospital personnel, dispatch agencies, and hospital emergency department personnel (including physicians and nurses).
- ~~Investigates and implements certificate review process for all certified, authorized or accredited personnel in the El Dorado County EMS system.~~
- ~~Monitors basic life support and advanced life support training programs offered in El Dorado County.~~
- > Provides staff assistance to the EMS Quality Improvement Committee; attends emergency medical services EMS committee meetings as assigned; acts as a liaison with EMS providers and hospitals for quality improvement and trauma issues as assigned.

- Collects, analyzes, and presents data required for monitoring quality improvement indicators and standards for EMS pre-hospital personnel, providers, and hospitals for EMS system.
- Assesses actual or potential problems and refers to appropriate levels of action.
- Prepares correspondence and reports; plans meeting agendas; maintains minutes and files.
- ~~Prepares correspondence and reports; plans meeting agendas; maintains minutes and files.~~
- Provides staff assistance to various EMS Committees, attends other EMS committees as assigned; provides training to persons involved in quality improvement; ~~acts as a liaison with provider and hospital agencies in the County assigned.~~
- ~~Attendance and punctuality that is observant of scheduled hours on a regular basis.~~
- May act as a liaison with provider(s) and hospital agencies.
- Performs related workduties as assigned.

QUALIFICATIONS

Knowledge of:

- ~~➤~~ Principles, methods, and procedures of pre-hospital emergency medical care, including Advanced Life Support level skills.
- ~~➤~~ State ~~Applicable federal, state and local laws, code, rules, and regulations and methods including planning, and training—pertinent to the assigned area of responsibility.~~
- ~~➤~~ Program management principles and methods, including planning, development, implementation, and monitoring.
- ~~Federal, state and local medical emergency resources.~~
- ~~➤~~ Research ~~methodology~~ methodologies and standard statistical methods and procedures.
- ~~Business computer application related to the work.~~
- ~~Basic supervisory principles and practices including work planning and employee training.~~
- ~~➤~~ Principles and ~~practices of budget administration~~ techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- ~~➤~~ Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.
- ~~➤~~ The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- ~~➤~~ Modern equipment and ~~control~~ communication tools used for business functions and program, project, and task coordination.

Skill in:

- ~~Coordinating and supervising complex emergency medical response, in accordance with laws and regulations.~~
- ~~➤~~ Reviewing ~~Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.~~

Ability to:

- ~~➤~~ Review incident reports and other program data to identify problem areas and reporting deficiencies to appropriate parties.
- ~~➤~~ Preparing ~~Prepare~~ grant applications and proposals, and ~~monitoring~~ monitor and ~~evaluating~~ evaluate program and project systems.
- ~~Planning, coordinating, assigning, reviewing and directing the work of emergency medical services support staff.~~
- ~~➤~~ Training ~~Train~~ staff in procedures.
- ~~Monitors contracts to ensure high standards of contract or performance responsibility.~~
- ~~➤~~ Exercising ~~Maintain accurate records of work performed.~~
- ~~➤~~ Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- ~~➤~~ Exercise sound independent judgment and initiative within established guidelines.
- ~~Communicating effectively with a variety of County staff and the public concerning specific programs and projects.~~

- ~~Preparing~~ Prepare clear and concise reports, correspondence, and other written ~~materials~~ material.
- ~~Establishing and maintaining~~ Effectively represent the department and the County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- ~~Independently~~ organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- ~~Establish, maintain, and foster positive and~~ effective working relationships with ~~a variety of public and private agencies, contractors and County staff.~~

Other Requirements:

- ~~Must possess a valid driver's license. Certification as an EMT-P, R.N. or MICN is required~~ those contacted in the course of work.

Education and Experience:

Any combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying.

Equivalent to an associate degree from an accredited college or university with major coursework in business administration, public administration, accounting, hospital management, or a closely related field;

AND

Four (4) years emergency medical field care ~~OR~~ or hospital emergency room experience;

~~AND two~~

Two (2) years in an administrative capacity in an emergency medical care system or agency. ~~Additional field experience~~

Licenses and Certifications:

- Possession of, or ability to obtain and maintain, a valid California Driver's License by time of appointment and a satisfactory driving record.
- Must possess either (1) a valid California Registered Nurse license issued by the California State Board of Registered Nursing, or (2) a California Paramedic license. .

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer, and to operate a motor vehicle to visit various County and meeting sites; vision to read printed material and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform

assigned duties, as outlined above may well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment. Reasonable accommodations will be substituted made for the administrative requirement individuals on a year-to-year case-by-case basis.

Note: The above qualifications are a typically accepted way of obtaining the required knowledge and skills.
ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.