



MARCH ~~2019~~2021
FLSA: NON-EXEMPT
Bargaining Unit: PL
JCN: 5900

QUALITY IMPROVEMENT COORDINATOR EMERGENCY MEDICAL SERVICES SPECIALIST

DEFINITION

Under direction, plans, coordinates, implements, and evaluates, ~~and reviews~~ activities necessary to providesupport County-wide emergency medical services (EMS) ~~and~~ programs, policies, procedures, and requirements as required by County and state regulations; conducts continuous quality improvement activities, including oversight and training of outside EMS/pre-hospital personnel; provides expert technical assistance to County staff and the community in areas of responsibility; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

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

CLASS CHARACTERISTICS

This is a single fully qualified journey-level classification. Incumbents are responsible for implementing a plan for supporting County-wide EMS ~~and~~ programs through continuous quality improvement, including oversight and training of outside ~~emergency medical services staff~~ EMS/pre-hospital personnel throughout the County. 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 TYPICAL JOB FUNCTIONS (Illustrative Only)

- Coordinates, implements, and Implements, evaluates, monitors an effective, and comprehensive reports on system-wide quality improvement program; designs and recommends quality assurance mechanisms for evaluation of system compliance and patient outcome; prepares reports and statistical findings defining medical audit methods, procedures, and study results; reviews various types of EMS data.
- Assists in the El Dorado research, preparation, and updates for County EMS Agency-system plans, including the quality improvement plan.
- Develops modules and workflows and provides assistance with the use of electronic patient care reporting tools.
- Participates in the designation and re-certification of specialty care centers, including advanced life support base as well as receiving hospitals and trauma care centers; conducts on-site visits for evaluation and field review to ensure adherence to state and local standards.
- Acts as a liaison for the County to pre-hospital providers and to various committees; attends meetings and provides staff assistance; may address groups via presentations and/or speaking engagements.
- Assesses actual or potential system problems and refers to appropriate levels of action.
- Researches and analyzes applicable laws, policies, and other regulatory requirements and changes; participates in the development and implementation of policies and procedures for pre-hospital emergency medical care.
- Plans, develops, implements, coordinates, developsmonitors, and implementsevaluates training programs for pre-hospital personnel, dispatch agencies, and hospital emergency department personnel (including physicians and nurses).

- ~~Provides staff assistance to the EMS Quality Improvement Committee; attends 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.~~
- ~~Provides staff assistance to various EMS Committees, attends other EMS committees as assigned; provides training to persons involved in quality improvement.~~
- ~~May act as a liaison with provider(s) and hospital agencies.~~
- Ensures adherence to state and local standards; reviews and recommends revisions to training program content to ensure adherence to course and continuing education standards; conducts regular on-site visits to training programs to review and monitor training curriculum and activities.
- Assists with reviewing and processing applications for continuing education providers and pre-hospital training programs.
- Develops and maintains effective working relationships with all EMS and public safety providers, community groups, and other health service agencies related to or affected by program operations; may serve as program representative to various advisory groups on EMS issues.
- Assists in establishing, implementing, and monitoring medical protocol which include controls for evaluating, approving, and modifying EMS treatment procedures, equipment, drugs, and other supplies.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles, methods, and procedures of pre-hospital emergency medical care, including Advanced Life Support level skills.
- Community and local emergency services resources.
- Applicable federal, state, and local laws, code, rules, and regulations pertinent to the assigned area of responsibility.
- Medical terminology and equipment relating to the certification procedures for Emergency Medical Technicians.
- Techniques for effectively educating health service agencies.
- Techniques for investigating, researching, and auditing emergency medical practices and methodologies.
- Program management principles and methods, including planning, development, implementation, and monitoring.
- Research methodologies and standard statistical methods and procedures.
- Principles and 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 communication tools used for business functions and program, project, and task coordination.
- 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~~report deficiencies to appropriate parties.
- ~~➤ Prepare grant applications and proposals, and monitor and evaluate program and project systems.~~
- Train staff in procedures.
- Design and implement process improvement plans and measure performance to new standards.
- Maintain accurate records of work performed.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Define and analyze problems, and identify and recommend alternative solutions.
- Research and analyze complex issues and problems, evaluate alternatives, and develop and implement effective courses of action.
- Exercise sound independent judgment and initiative within established guidelines.
- Prepare clear and concise reports, correspondence, and other written material.
- 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 those contacted in the course of work.

Education and Experience:

~~Any~~A combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying: however, education may not solely substitute for the required experience.

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 of emergency medical field care or hospital emergency room experience;

AND

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

Licenses and Certifications:

- Possession of, or ability to obtain and maintain, a valid California or Nevada Driver's License 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 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 made for individuals on a case-by-case basis.

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.