

EMERGENCY MEDICAL SERVICES (EMS)
QUALITY ASSURANCE COORDINATOR

DEFINITION

To plan, organize, coordinate and implement the emergency medical services (EMS) program within the Fire Department; to provide expertise in program elements for the organization; and to perform a variety of professional and technical level tasks relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Division Fire Chief of EMS.

Exercises technical supervision over Fire Department staff as it relates to EMS program activities.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for the accomplishment of EMS program activities; develop and implement policies and procedures.

Develop and implement a comprehensive EMS program by compiling, evaluating and determining standards and protocols for various levels of pre-hospital medical care.

Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.

Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for program materials and equipment; monitor and control expenditures.

Coordinate and oversee the department's Controlled Substance Program including, the security of controlled substances, reporting to regulatory agencies, and required documentation. Research, compile and prepare reports and documentation on program activities; analyze program and develop corrective action, maintain records of findings and corrective actions; prepare periodic status reports.

Review EMS patient care reports and provide feedback to paramedics; provide medical oversight of pre-hospital medical care provided by paramedics to ensure compliance with accepted clinical standards.

EMS Quality Assurance Coordinator

- 2 -

Monitor program operations and Fire Department staff for compliance with local and State rules and regulations; perform retrospective analysis and submit required reports and recommendations; conduct on-going EMS quality improvement processes to review and analyze program needs, trends, and system effectiveness.

Review, monitor, and revise training program content to ensure compliance with standards and department needs; conduct, coordinate and/or schedule EMS in-service training; regularly visit stations and meet with paramedic staff; respond to questions or concerns posed by paramedics.

Conduct EMS education drills; develop skill scenarios; participate in ride-alongs and respond to alarm calls to observe and critique emergency medical services techniques and methods used by paramedics.

Manage EMS records and reporting systems; maintain records and generate reports for paramedic education and licensing requirements.

Provide compliance review for the emergency medical dispatch program operated by the Police Department; provide medical care scripts and provide training to dispatch personnel.

Assist in the selection and evaluation of personnel.

Serve as designated Infection Control Officer for the Department.

Represent function on committees, outside organizations, and at staff subcommittees as necessary; coordinate EMS activities with other divisions and outside agencies.

Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of emergency medical care, basic and advanced life support standards and care delivery systems.

Curriculum development, effective instructional delivery strategies and development of instructional materials.

Equipment, tools and materials used in providing emergency medical care.

Principles and practices of budget monitoring.

Pertinent local, State and Federal laws, ordinances and rules.

Ability to:

Organize, implement and direct emergency medical service (EMS) program activities.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

On a continuous basis, sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone; write or use a keyboard to communicate through written means; and lift or carry weight of 25 pounds or less.

Interpret and explain pertinent EMS requirements and protocols and department policies and procedures.

Perform and demonstrate Basic and Advanced Life Support Services.

Assist in the development and monitoring of an assigned program budget.

Develop and recommend policies and procedures related to assigned operations.
Monitor and evaluate the paramedic practices of employees.

Make recommendations to supervisors regarding employee EMS skills assignments..

Train employees on paramedic work methods.

Develop and implement CQI/Quality Assurance programs.

Review and analyze section programs.

Coordinate and deliver continuing education programs.

Ensure compliance with applicable regulations, protocols, policies, procedures, and standards.

Evaluate and select equipment and supplies.

Participate in selection of subject matter experts in the EMS Division.

Monitor and inspect the work of various contractors and vendors.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

Experience:

Five years of increasingly responsible experience in emergency medical services/pre-hospital care. Experience as a pre-hospital care instructor, base hospital coordinator, or ambulance transportation manager with significant experience in coordinating an EMS program, and experience in adult learning methodology with a strong emphasis on education of prehospital providers is desirable.

AND

Training:

Completion of an accredited Registered Nurse program.

License and Certificate

Possession of a valid California driver's license.

Possession of a Registered Nurse license issued by the California Board of Registered Nursing.

Possession American Heart Association Pediatric Basic Life Support (BLS) provider certificate.

Possession American Heart Association Pediatric Advanced Life Support (PALS) provider certificate.

Possession American Heart Association Pediatric Advanced Life Support (PALS) instructor certificate.

Possession American Heart Association Pediatric Basic Life Support (BLS) instructor certificate.

EMPLOYEES MUST BE TOBACCO FREE AND CANNOT USE TOBACCO PRODUCTS ON OR OFF DUTY

EMS Quality Assurance Coordinator

- 5 -

04-18-16

08-25-12 Emergency Medical Services (EMS) Quality Assurance Coordinator

06-16-05 Emergency Medical Services (EMS) Quality Assurance Manager