

EMERGENCY MEDICAL SERVICES EDUCATION & QA/QI COORDINATOR

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DEFINITION

Under general direction, performs a variety of highly specialized work related to the provision of Emergency Medical Services (EMS), including administering, researching, planning, developing, modifying and delivering medical training programs and curricula. Responsibilities include coordinating and conducting EMS-related instruction and training, serving as liaison to other agencies and organizations, overseeing the department EMS quality assurance/quality improvement (QA/QI), participating in the preparation and submission of records and reports and performing other related work as required.

DISTINGUISHING CHARACTERISTICS

Serves as EMS Training Officer fulfilling and performing those duties and functions as required by the Alameda County Emergency Medical Services Agency (County), including overseeing required EMS training, orientation, and record keeping, along with functioning as liaison between the City and County regarding patient care issues including Quality Assurance and Quality Improvement; assists in the County Emergency Medical Technician and Paramedic accreditation and orientation process.

EXAMPLES OF DUTIES

The following list of duties is intended only to describe the various types of work that may be performed and the level of technical complexity of the assignment(s) and is not intended to be an all-inclusive list of duties. The omission of a specific duty statement does not exclude it from the position if the work is consistent with the concept of the classification or is similar or closely related to another duty statement.

Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

Essential Duties

1. Performs EMS training needs assessments and identifies related training and staff development needs.
2. Develops, provides and coordinates provision of training and instruction for all EMS related functions, activities, and processes, such as Basic and Advanced Life Support, CPR, defibrillation, intubation, etc.
3. Develops quality improvement plans to promote improvement in clinical activities and meet County guidelines and regulations.
4. Maintains up-to-date knowledge of approved EMS regulations, policies, etc.; ensures departmental compliance with County policies and State EMS regulations; monitors EMS certification mandates; ensures EMS staff maintains level of knowledge, certification and licenses as required.
5. Monitors and controls EMS supply inventory; orders and distributes supplies; evaluates supplies and equipment and makes purchase recommendations.
6. Establishes and maintains various records and complex record keeping systems, which include use of specialized technical computer applications.
7. Research and prepare a variety of reports, statements and/or logs.
8. Participates in the administration of various programs and policies such as the Controlled Substance Policy.
9. Provides technical assistance, information and instruction; interprets and explains rules and regulations relating to EMS; answers questions and resolves problems or complaints; coordinates investigations of unusual occurrences.
10. Recommends and participates in implementation of goals and objectives; participates in the development, review and update of EMS protocols, procedures, work instructions and policies; establishes schedules, methods and procedures; implements established policies and procedures.
11. Attends various meetings, seminars, conferences, etc.; serves on committees, councils or groups as assigned; serves as liaison to organizations, agencies, and institutions as assigned; may represent the City at various gatherings and meetings.
12. Establishes and maintains work plans, budgets, expenditure reports and schedules.
13. Conducts patient care analysis and evaluates delivery of emergency medical services

Other Duties:

14. May supervise, evaluate, and train assigned staff.
15. May be required to serve as the Departments Infection Control Officer (DICA) and Health Insurance Portability and Accountability (HIPPA) Compliance Officer
16. Performs related duties as assigned

WORKING CONDITIONS

- Work is performed in a variety of environments, including offices, classrooms, training facilities, fire stations, simulation labs, and field settings.
- May occasionally be required to respond to emergency scenes, training exercises, or clinical environments where exposure to hazardous materials, communicable diseases, blood-borne pathogens, bodily fluids, smoke, noise, and stressful situations may occur.
- Work schedule may include evenings, weekends, holidays, and on-call assignments to meet operational and training needs.
- May be required to travel to meetings, conferences, training sites, and other locations within and outside the jurisdiction.
- Must adhere to safety practices, policies, and procedures, including the use of personal protective equipment (PPE) when required.

PHYSICAL DEMANDS

- Ability to sit, stand, walk, bend, stoop, kneel, crouch, twist, and reach for extended periods of time.
- Ability to lift, carry, push, and pull equipment, supplies, and training materials weighing up to 50 pounds, with or without reasonable accommodation.
- Ability to demonstrate and perform emergency medical procedures and skills, including patient assessment, CPR, airway management, lifting and moving patients or mannequins, and operation of EMS equipment.
- Sufficient manual dexterity to operate medical equipment, computers, and instructional technology.
- Vision sufficient to read written materials, computer screens, and medical monitors; hearing and speech sufficient to communicate effectively in person, by telephone, and in training or emergency settings.
- Ability to work under stressful conditions, maintain concentration, and make sound decisions in training and emergency-related environments.

EMPLOYMENT STANDARDS

Education/Experience

Any combination equivalent to education and experience likely to provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Education

Equivalent to an Associate's degree in Health Science, Nursing, Education, Business Administration, Public Administration, Fire Science, Emergency Medical Services or related field.

Experience

Three years of experience within the last five years working as an EMT-Paramedic, Physician's Assistant or Registered Nurse (RN). Experience working in a pre-hospital emergency services system and/or in an emergency room is desirable.

Certifications

Possession of the following current licenses and certifications, or their equivalent or higher as approved by the appointing authority, as a condition of initial and continued employment:

Required:

Registered Nursing, Paramedic or Physician's Assistant license/certification

AND

California State Fire Marshal (CSFM) Instructor Certification OR completion of the National Fire Academy (NFA) "Fire Services Instructional Methodology" course OR a 40-hour training program such as the EMS Educator course of the National Association of EMS Educators OR 60 hours of equivalent teaching experience within the past three years.

Ability to obtain within One Year of Appointment

Cardiopulmonary Resuscitation (CPR) Instructor Certificate AND

Advanced Cardiac Life Support (ACLS) Certificate AND

Pediatric Advanced Life Support (PALS) OR Pediatric Education for Pre-hospital Professionals (PEPP) Certificate AND

Pre-Hospital Trauma Life Support (PHTLS) OR Basic Trauma Life Support (BTLS) Certificate Other Certifications as so stipulated by the appointing authority may also be required.

Knowledge

Knowledge of a Fire Department's role and responsibilities as they relate to pre-hospital basic life support, advanced life support and definitive emergency medical care; fire-based emergency medical programs, training methodology, and

techniques; principles, terminology, procedures, equipment and supplies used in emergency medical response; legal and ethical guidelines related to the practice and administration of EMS programs and other applicable laws, rules and regulations.

Ability

Ability to effectively perform assigned work related to the provision of Emergency Medical Services; determine EMS training needs, establish training priorities and develop course content to address EMS mandated requirements, specific performance deficiencies or operational issues; provide comprehensive EMS instruction and training; evaluate effectiveness of EMS training activities; perform patient assessment and treatment at the advanced life support level; evaluate staff effectiveness in assessing and treating patients; serve as liaison to other agencies organizations and the department Medical Director; interpret and apply state, federal and local laws and regulations; interpret and analyze information; draw valid conclusions and project consequences of decisions and recommendations; prepare complex studies and reports; set priorities, meet deadlines and make sound decision; establish and maintain accurate records, maintain required level of knowledge and certification; participate in the development and administration of EMS budgets; communicate effectively; establish and maintain effective working relationships with employees, training providers and other organizations, agencies and groups; supervise, train and evaluate assigned staff.

Other Requirements

Possession of a valid California Driver's License and satisfactory driving record at the time of appointment is required as a condition of initial and continued employment only if the operation of a vehicle, rather than the employee's ability to get to/from various work locations in a timely manner, is necessary to perform the essential functions of the position.