



Announces an Employment Opportunity for

Quality Improvement Coordinator

Starting Salary – Based On Qualifications

Current Salary Range

\$72,417 - \$85,805 Annually

(\$6,034 – \$7,150 per month)

Mountain Counties EMS Agency is an Equal Opportunity Employer

CLOSING DATE: Continuous (until position filled)

The Mountain Counties EMS Agency is a regional EMS agency which serves the counties of Alpine, Amador, Calaveras, and Mariposa. The purposes of the EMS Agency are to plan, coordinate, monitor, and evaluate the implementation of the emergency medical system.

The Quality Improvement Coordinator reports to the Agency Executive Director. In coordination with and under the clinical direction of the Agency Medical Director, this position is responsible for the development and improvement of Agency treatment policies and procedures; and the facilitation of system-wide clinical quality improvement.

SIGNIFICANT DUTIES

- ❖ Validates and analyzes the reported data from EMS pre-hospital operations, emergency medical dispatch, and the CARES project.
- ❖ Receives and reviews a variety of electronic data, logs, forms, records, and audits completed by EMS dispatch centers, ALS/BLS service providers, and base hospitals for completeness and adherence to established policies and procedures; obtains additional information and follow-up where discrepancies and deficiencies are noted.
- ❖ Reviews counseling reports involving disputes between base hospital and field personnel; Requests follow up and additional information as needed; Facilitates resolution of disputes by scheduling and conducting meetings with parties involved and recommends action to be taken.
- ❖ Receives, reviews, and evaluates incident reports and unusual occurrence reports received from, or involving providers, patients, and others concerned with the handling of specific pre-hospital calls; conducts investigations, develops recommendations, and refers to superiors as appropriate for further action.
- ❖ Serves on committees and attends meetings as assigned; presides over meetings and provides staff support as appropriate; represents Agency goals and objectives; provides/obtains information and promotes involvement and cooperation in the quality improvement process.
- ❖ Develops EMS system reports and analysis for distribution to Agency staff, quality improvement committees, oversight committees and the State EMS Authority as related to clinical initiatives.

- ❖ Interprets patient care report forms, medical records, and hospital reports to evaluate adherence to established policies and procedures and determine quality of patient care.
- ❖ Participates in the coordination of illness, injury and exposure prevention activities provided by hospitals, pre hospital providers, and other continuing education organizations throughout the region.
- ❖ Conducts audits and site visits and monitors contract compliance of designated base hospitals.
- ❖ Acts as a liaison for the Region on issues relating to quality improvement with other medical professionals, various committees, counties, and the State.
- ❖ Works collaboratively with the Medical Director and Agency staff to develop and deliver all clinical educational initiatives to ambulance providers, base hospital staff and fire first responders in the region.
- ❖ Promotes the use of the Agency Mobile Simulation Lab and high-fidelity manikin to support prehospital provider training as requested.
- ❖ Participates in the Agency EMS Duty Office functions and responsibilities.

KNOWLEDGE AND ABILITY

Knowledge of:

- ❖ Prehospital emergency medical care procedures, techniques, and protocols;
- ❖ Effective pre-hospital systems operations and procedures;
- ❖ Techniques for analyzing data and other information and identifying problem areas and interrelationships among items;
- ❖ Continuous Quality Improvement principles and practices; federal, state and local laws, rules, regulations, policies, procedures, and requirements related to the provision of pre-hospital care;
- ❖ The Incident Command System;
- ❖ Computerized data systems and word processing applications.

Ability to:

- ❖ Interpret, explain, apply, and enforce applicable laws, rules, regulations, policies, procedures, and requirements related to the provision of pre-hospital care program evaluation/monitoring systems and techniques;
- ❖ Develop and monitor contracts;
- ❖ Review, analyze, and evaluate pre-hospital systems and procedures;
- ❖ Review, analyze, and interpret records and data and prepare/present related reports;
- ❖ Oversee data collection, reporting and conduct statistical analysis on that data;
- ❖ Develop, implement and monitor quality improvement programs;
- ❖ Maintain the confidentiality of sensitive information and files;
- ❖ Effectively and tactfully communicate in both oral and written forms with hospital personnel, field care providers, committee members, and others;
- ❖ Write grant proposals and oversee grant projects;
- ❖ Travel to meeting sites;
- ❖ Independently perform job duties away from the office;
- ❖ Safely perform job duties without risk of injury to self or others;
- ❖ Establish and maintain effective work relationships with those contacted in the performance of required duties;
- ❖ Work flexible hours

QUALIFICATIONS

This position is classified as an EMS Specialist II:

- Possession of Paramedic or Registered Nurse License
- Five (5) years experience as a continually licensed Paramedic or RN
- Possession of valid California Driver's License
- Incident Command System (ICS) Course Completion; ICS 100, 200, 700
- **Preferred:** Possession of a BSN (Bachelor of Science in Nursing) or Possession of a BS (Bachelor of Science in Related Field)

WORKING CONDITIONS

Frequent intra-regional travel; occasional evening and weekend work is required.

APPLICATION & SELECTION PROCEDURES

TO APPLY: Submit a completed **Mountain Counties EMS Agency Employment Application**, resume, and response to **Supplemental Questions** to:

Mountain Counties EMS Agency, 3505 Spangler Lane, Suite 405, Copperopolis, CA 95228

Attn: Cindy Murdaugh – Executive Director

cmurdaugh@mvemsa.com

completed application packets will be evaluated to determine those applicants best meeting the Agency's needs. Successful candidates will be placed on an eligible list for possible final oral interviews.

For more information or to receive application materials, see our web site at **www.mvemsa.org** or contact Cindy Murdaugh @ **[209-566-7204](tel:209-566-7204)** or **cmurdaugh@mvemsa.com**

SUPPLEMENTAL QUESTIONS

Responses to these Supplemental Questions must be submitted with your application materials. Applications received without a Supplemental Question Response will not be considered.

1. Please explain your concept of the Quality Improvement Coordinator's role in an EMS system.
2. What do you believe to be the guiding principles of an effective Quality Improvement program?
3. Describe an example of how you used your interpersonal skills to foster cooperation between disparate interest groups.
4. Please provide an example of an instance when you identified an opportunity for system improvement, and the process you used for achieving that improvement.

BENEFITS:

The Agency offers a generous benefits package, including:

- \$600 to \$1500/ month allowance toward medical/dental/vision insurance
- IRS-125 Cafeteria Plan
- SEP-IRA Retirement Account
- Group Term Life Insurance
- 15 paid vacation days annually
- 16 paid holidays annually
- 12 paid sick days annually

NOTE:

- If you believe you possess a disability that would require test accommodation, please call the EMS Agency.
- Employment is contingent upon acceptable documentation verifying identity and authorization for employment in the U.S.

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