

## **QUALITY ASSURANCE MANAGER**

### **MAJOR FUNCTION**

This is a mid-level management position under the supervision of the Division Chief of EMS. The Quality Improvement (QI) Coordinator is responsible for the quality compliance of all aspects of response operations for Marion County Fire Rescue, with primary emphasis on QI of documentation of EMS and Fire response reports.

### **ESSENTIAL FUNCTIONS**

The following statements describe the principal functions of this job and its scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, to include working in other functional areas to cover absences and to provide efficient customer service during peak workload periods.

- Plans, directs, manages and coordinates the collection, review, and storage of EMS and Fire response reports.
- Directly responsible and accountable for review of all EMS and Fire response reports.
- Coordinates QI for EMS related reports with EMS Medical Director and Division Chief of EMS.
- Participates with the EMS Ground Transport Captain in the direct observation of personnel in EMS roles and observes performance of personnel in order to conduct QI related appraisals.
- Maintains documentation of QI and related activities in compliance with HIPAA and Florida Statutes.
- Reviews Fire reports for completion and compliance with Standard Operating Guidelines and reports as directed.
- Responsible to maintain QI compliance in regards to billing, HIPPA, patient privacy.
- Responsible for customer service inquiry resolution.
- Required to protect the privacy of all patient information in accordance with the agency's privacy policies, procedures, and practices, as required by federal and state law, an in accordance with general principles of professionalism as a health care provider.
- May access protected health information and other patient information only to the extent that is necessary to complete your job duties. The Paramedic may only share such information with those who have a need to know specific patient information you have in

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your possession to complete their job responsibilities related to treatment, payment or other agency operations.

- Required and expected to report, without the threat of retaliation, any concerns regarding the agency's policies and procedures on patient privacy and any observed practices in violation of that policy to the designated Officer.

### **SECONDARY FUNCTIONS**

- Review of 100% of EMS calls in which medications were administered, except when Oxygen was the only medication administered.
  - Determine protocol compliance
  - Ensure proper documentation of calls
  - Ensure proper documentation of sequence of events as related to the protocols
- Review of 100% of EMS calls in which an invasive procedure was initiated by personnel to meet the above requirements
  - Invasive Airway Control and/or use of Bag Valve Mask (Included cricothyrotomy, needle thoracostomy)
  - Intravenous, Interosseous cannulation
- Review of 100% of EMS calls that meet the following criteria:
  - Cardiac Arrest
  - Trauma Alert
  - Stroke Alert
  - STEMI Alert
  - Transport out of County by ground or air ambulance
- Cursory reviews of majority of BLS Calls to ensure ALS procedures were not necessary to improve patient outcome.

Attends department/division staff meetings and workshops as needed.

- Collects and analyzes data and prepares reports with recommendations from data analysis.
- Attends bi-annual protocol revision committee meetings.
- Assists in training of new recruits, volunteers, and part-time employees in documentation and aspects of Quality Improvement.
- May be assigned staff functions in areas other than the Operations Division.
- Coordinates with staff to provide requested documentation to members of the general public in accordance with local, state, and federal guidelines and regulations.

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- Participates in accident review board as needed.
- Participates in duties associated with Medical Advisory Board and Local Trauma Agency.

### **SUPERVISION**

Responsible for directly and regularly supervising work of six or more employees and a varying staff of volunteers (up to 20), with no indirect supervision. Includes assigning, directing, evaluating, and reviewing documented work of personnel. Responsibilities include providing on-the-job training; planning, scheduling, and coordinating work operations in their assigned area.

### **CUSTOMER SERVICE**

This is a front-line staff position excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person or by phone contact.

### **EDUCATION, EXPERIENCE, LICENSES, CERTIFICATIONS**

#### **Education and Experience**

Associates degree from an accredited college (Emergency Medical Services, Fire Sciences, Education, Quality Management preferred). 10 years experience in EMS related field, or comparable training, education, or experience may be substituted for the above minimum qualifications.

#### **Licenses**

Must possess a current valid Florida Driver License. Class E endorsement for emergency vehicles.

#### **Certifications**

Must possess a current State of Florida Paramedic Certification. EVOC certification. Must be able to become certified as a County Paramedic under the evaluation of the Marion County EMS Medical Director.

### **JOB SKILLS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the required knowledge, skills, and abilities.

#### **Language Skills**

- Ability to read, analyze, and interpret financial reports and legal documents.

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- Ability to tactfully respond to complaints from customers, regulatory agencies, or members of the business community.
- Ability to write operational and technical procedures.
- Ability to speak clearly and make presentations to top management, public groups and/or boards.

### **Mathematical Skills**

- Ability to calculate figures and amount such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
- Ability to apply concepts of basic algebra and geometry.
- Ability to create and interpret graphs.

### **Problem Solving Ability**

- Ability to identify a problem, analyze the problem and determine a best course of action or solution to resolve the problem.
- Ability to read and interpret written, oral, diagram or schedule form instructions. Ability to read and interpret complex and detailed technical data.
- Participate in development of departmental policies, programs, plans, and procedures.
- Ability to develop and implement procedures to operate office at maximum efficiency.

### **Specialized Skills and Abilities**

- Ability to analyze situations, draw conclusions, and make written and oral recommendations, up to and including strategic planning.
- Knowledge of fire suppression and prevention principles, procedures, techniques, and equipment.
- Considerable knowledge of emergency medical techniques and their applications.
- Knowledge of departmental policies, operating procedures, rules and regulations, and the Collective Bargaining Agreement.
- Ability to be mentally capable of calming bereaved, angry or emotionally distraught members of the public.
- Ability to remain calm in stressful situations.

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- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objective of the team.
- Ability to communicate with other individuals in a tactful and courteous manner.
- Knowledge of computer operations using Windows operating system. Ability to update and maintain existing database files.
- Ability to remain calm in stressful situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

### **Machines and Equipment**

This employee will be required to operate a computer, calculator, multi-line telephone, printer, two-way radio, fax machine, copy machine, and other general office equipment.

### **PHYSICAL DEMANDS**

On a daily basis, the employee will be required to stand, walk, sit, stoop, bend and kneel. While performing the duties of this job, the employee may be required to use hands to reach for items and may be required to lift up to twenty-five pounds. Vision and hearing must be within normal range (may include use of eye glasses and hearing aids).

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level for this environment will be moderate. Typical work environment will be in an office situation with appropriate equipment. May perform in a classroom environment requiring ability to stand or long periods of time. On occasion, may perform field observation of personnel on an emergency scene.

Established: 10/2008

Pay Grade: 24

Job Description Number: 2211

Category: 2

Status: E

Revised: