QUALITY ASSURANCE/QUALITY IMPROVEMENT OFFICER (PS101563)

DEPARTMENT: EMERGENCY MEDICAL SERVICES (EMS)

JOB SUMMARY/ESSENTIAL FUNCTIONS: A middle-level staff officer position within the Berkeley County Emergency Medical Service with responsibility for quality assurance / quality improvement work by using industry and scientific standards in all areas of BCEMS operations. This person is also responsible for assisting with the training of BCEMS employees in the protocols, policy and procedures, and certification programs. He or she will oversee analytical data collection and dissemination within the BCEMS system. Responsible for assisting in the investigating complaints. This individual is also the vital link in the communications chain between administration and field employees and must serve as liaison between EMS and other healthcare organizations, to include but not limited to area hospitals with regards to patient outcomes and patient care. Provides primary medical care to the residents of Berkeley County. Ensure the safety and welfare of patients. Works under stressful, high-risk conditions. Respond to EMS calls and assists with coordination of patient care and manages on scene EMS operations. Performs internal audits of medical records and reports the information to various stakeholders within the system. This information will be used to develop strategies for improvements. Ensures compliance on a department level with operational policies and procedures. Assists in establishing specific indicators for review at the Department level; Audits personnel in the field providing feedback to personnel, Administrative staff, and the operational program. Serves as the primary liaison between BCEMS and the Patient Safety Organization (PSO). Educating field personnel, and others, regarding proper documentation guidelines. Functions as the primary contact for the personnel in matters of quality assurance affecting patient care. Maintains records and security of records. Prepares reports, completes required paperwork, and informational bulletins for field personnel. Provides assistance to other departments as needed, within the confines of HIPPA regulations. Responsible for assisting, as required, in curriculum development, lectures, skill instruction and coordination of guest lecturers and instructors for BCEMS sponsored training programs. Assists with the development and implementation of a comprehensive training program that fulfills the recertification needs of BCEMS EMT’s and paramedics. Observe the performance of EMT’s and Paramedics and keeps the Deputy Chief of EMS, Training Officers, and Battalion Chiefs appraised of all concerns regarding quality improvement and patient care. Responsible for documenting and addressing any areas of concern or in need of improvement with the individual as needed. Ensure that BCEMS policies and standards are adhered to at all times. Continually evaluate EMS operational readiness, effectiveness of service, as well as overall outcomes, keeping the Deputy Chief of EMS appraised of important developments or recommendations for improvement. Participate in regular staff meetings and provides input relative to BCEMS Operations. Monitor radio traffic and field activity during the shift and provides coordination as required. Communicate with crews and other officers to keep all abreast of any changes. Communicate with interdepartmental agencies and provides feedback to employees of performance in assigned area of responsibility. Makes recommendations to BCEMS Administration regarding procedures in order to meet department goals and policies. Advise employees of performance problems and provides training and counseling.

QUALIFICATIONS:
AA/AS degree preferred, BS/BA from accredited university, highly desired. Three (3) years field experience as a licensed Paramedic, or Registered Nurse (RN). Previous training in adult education skills, preferred. Must have and maintain a valid driver’s license for South Carolina, or state of residence, with a safe driving record. ISC 100, 200, IC 700, 800 required, and ICS 300, 400 within one (1) year. Certified through a standard Emergency Vehicle Operations Course (EVOC). Maintain continuous AHA Basic Cardiac Life Support (BLS) certification and AHA Advanced Cardiac Life Support (ACLS) certification. Maintain the following National Incident Management System certifications (IS700, IS800, ICS100 and ICS200). Pre-Hospital Trauma Life Support (PHTLS) certification, or obtain within 6 months, including instructor certification. A Pediatric Advanced Life Support (PALS) certification, or obtain within 6 months, including instructor certification. Basic computer skills required including Microsoft Word and Excel. Excellent communications skills, both oral and written. Skilled in the operation of all basic office equipment. Departmental testing may be administered during interview. A criminal background check will be completed on selected applicant if a current one (less than 3 years) is not on file.
PHYSICAL REQUIREMENTS:
This position requires the employee to frequently sit and use hands to handle, or operate objects, tools, or controls; and reach with hands and arms. The employee is required to walk, talk and hear. Must be able to function in cramped and confined spaces, hazardous environments such as those created by fire, traffic collisions, mechanical collapse, weather, and human acts. Cardiovascular conditioning should be sufficient for the extended performance of cardiac chest compressions, maneuvering and lifting of the gurney and other transport tools, and transport of medical equipment and patient belongings. The employee must be able to lift up to one hundred eighty (180) pounds with one assistant. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

SAFETY INFORMATION/DUTIES:
This is a safety sensitive position and subject to random drug and alcohol testing. This position is also classified under OSHA guidelines for blood-borne pathogen exposure evaluation as a Category I exposure risk which involves routine exposure to blood, bodily fluids and/or tissues. Attends all required safety training, follows safety policies and procedures and uses appropriate PPE (Personal Protective Equipment) for assigned tasks and ensures that subordinate staff meets these same safety requirements which may include taking corrective action.

HOURS OF WORK/MISCELLANEOUS INFORMATION:
This position is classified as exempt and reports directly to the Chief of EMS. Thirty-seven and one half (37.5) hours per week. Normal working hours are Monday through Friday 9:00 a.m. until 5:00 p.m. with the ability to work flexible hours when necessary. Scheduled hours/days, job location and duties subject to change. May be required to work extra hours and to perform extra or different duties during emergency situations.

If you are interested in applying for a position with Berkeley County Government, you will need to set up a personal account and apply online, click on “Applicant Online” from our website www.berkeleycountysc.gov and follow the prompts. For questions, contact Human Resources at 843-719-4163. Computers are available in the Berkeley County Administration building and the County Libraries to apply online.

QA/QI OFFICER – Grade: 123
Entry Level Annual Pay Range: $54,355.00 - $62,508.25

Date of Posting: 07/07/2017
Closing Date: Subject to close at any time.

BERKELEY COUNTY GOVERNMENT IS AN EQUAL OPPORTUNITY EMPLOYER AND DOES NOT DISCRIMINATE ON THE BASIS OF RACE, RELIGION, COLOR, SEX, AGE, NATIONAL ORIGIN OR DISABILITY.

All employees of Berkeley County Government are employed on an “at-will” basis which means that the employee may discontinue the employment relationship at any time, with or without notice or cause, and that Berkeley County Government may discontinue the employment relationship on the same grounds.

APPLICATIONS WILL NOT BE ACCEPTED FOLLOWING THE CLOSING DATE.