

Marion County Board of County Commissioners

POSITION DESCRIPTION



To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

QUALITY IMPROVEMENT MANAGER

Department: Fire Rescue
Pay Grade: 113
FLSA Status: Exempt
Job Class: 2112
Risk Code: 8810

JOB SUMMARY

This is a mid-level management position under the supervision of the Deputy Chief of EMS. Responsible for the quality compliance of all aspects of response operations for Marion County Fire Rescue with primary emphasis on quality improvement (QI) of documentation of EMS response reports and patient care.

ESSENTIAL JOB FUNCTIONS

- Plans, directs, supervises and coordinates the collection, review, and storage of EMS response reports.
- Defines and manages systems for review of medical reports for accuracy, compliance, billability, and overall quality.
- Coordinates QI processes with the Medical Director, the Deputy Chief of EMS and QI staff members.
- Monitors all functions within the QI department to ensure completion of tasks and balances workload amongst staff as needed.
- Collects and analyzes data and prepares reports with recommendations from data analysis.
- Assists the medical director with protocol development, maintaining and updating existing protocols, and identification of compliance issues that require the medical director's attention.
- Develops and maintains compliance reports based on the direction or the Deputy Chief of EMS and the medical director.
- Directly responsible for preparation and publishing of daily, monthly, quarterly, and annual reports.
- Manages and maintains QI compliance in regards to billing, HIPPA, patient privacy.
- Oversees customer service inquiry resolution.
- Protects the privacy of all patient information in accordance with the agency's privacy policies, procedures, and practices, as required by federal and state law, and 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 job duties. May only share such information with those who have a need-to-know specific patient information they have in their possession to complete their job responsibilities related to treatment, payment or other agency operations.
- Formats and tracks QI data and findings and assists with the development of remedial training when necessary.
- Performs cursory reviews of any other calls as determined by the Medical Director or the Deputy Chief of EMS.
- Attends department/division staff meetings and workshops as directed.
- Organizes and leads bi-annual protocol revision committee meetings.
- Assists in training of new recruits, volunteers, and part-time employees in documentation and aspects of quality improvement.
- Coordinates with staff to provide requested documentation to members of the general public in accordance with local, state, and federal guidelines and regulations.
- Provides 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.
- Implements the organization's guiding principles and core values.
- Performs other related job duties as assigned.
- Prepares statistical and data analysis in Excel.
- Consults internally with senior management regarding pending legislative issues related to quality patient care and quality patient care documentation.
- Interviews, selects, and recommends for hire and trains and assigns staff as required. Provides technical direction and guidance.
- Evaluates employee performance and provides counseling and coaching as needed. Maintains harmonious employee/employer relations.

SUPERVISION

Responsible for directly and regularly supervising work of a small number of employees and a varying staff of volunteers (one to ten) 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.

QUALIFICATIONS

Education and Experience:

Bachelor's degree or equivalent; and ten (10) years' experience in an EMS-related field; or an equivalent combination of education and experience.

Licenses or Certifications:

Possession of a valid, State of Florida driver's license to operate a motor vehicle. Requirement exists at the time of hire and as a condition of continued employment.

- Must possess a current State of Florida Paramedic Certification, valid Advanced Cardiac Life Support Certification or equivalent as approved by the Florida Department of Health, Bureau of EMS and EVOC certification. Must be able to become certified as a County Paramedic under the evaluation of the Marion County EMS Medical Director.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to tactfully respond to complaints from customers, regulatory agencies, or members of the business community.
- Ability to write operational and technical procedure recommendations.
- Ability to speak clearly and make presentations to top management, public groups and/or boards.
- 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.
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
- 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.
- Ability to participate in development of departmental policies, programs, plans, and procedures.
- Ability to develop and implement procedures to operate office at maximum efficiency.
- Knowledge of departmental policies, operating procedures, rules and regulations, and of the Collective Bargaining Agreement.
- Knowledge of emergency medical techniques and their applications.
- Knowledge of standard software packages, e.g., word processors, report writers, database applications, spreadsheets, project schedulers, appropriate billing software, and appropriate patient care software.
- Ability to update and maintain existing database files.
- Ability to analyze situations, draw conclusions, and make written and oral recommendations, up to and including strategic planning.
- Ability to be mentally capable of calming bereaved, angry, or emotionally distraught members of the public.
- 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 objective of the team.

- Ability to communicate with other individuals in a tactful and courteous manner.

PHYSICAL DEMANDS

The work is sedentary work which requires exerting up to 50 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. While performing the duties of this job, the employee will be required to stand, walk, sit, stoop, bend and kneel.

WORK ENVIRONMENT

Work is performed primarily in an indoor environment with limited exposure to adverse environmental conditions.

Marion County has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

Employee Signature

Date

Supervisor (or HR) Signature

Date

E.O.E. Marion County does not discriminate on the basis of race, color, national origin, sex, religion, age, disability or military service in employment or the provision of services.