

EMERGENCY MEDICAL SERVICES (EMS) COORDINATOR

JOB DESCRIPTION

Classification Responsibilities: An Emergency Medical Services (EMS) Coordinator is responsible for analyzing, planning, designing, implementing, and administering EMS programs, as well as other department-wide and community-oriented programs and may be assigned to either EMS or the Mesa Regional Dispatch Center. EMS Coordinators research and analyze current and future medical and EMS issues and trends to ensure the provision of quality medical services; and represent Mesa Fire and Medical Department (MFMD) at Regional, Statewide, and regulatory agency/committee meetings. EMS Coordinators also assist the respective Deputy Chief in accomplishing overall goals through program management, provider and system evaluation, and quality assurance. This class is also responsible for performing related duties as required.

Dispatch and Deployment Assignment: An EMS Coordinator assigned to the Mesa Regional Dispatch Center communicates by phone with emergency callers to assess the level of immediate need; triages the calls; and either directs the dispatch of smaller fire apparatus staffed with nurse practitioners or physicians' assistants to lower-level emergency medical calls as appropriate, or full emergency apparatus responses as needed, or advises on in-home care in lieu of a unit being dispatched. This assignment also performs related administrative responsibilities, including documenting calls; continuous quality improvement (CQI); developing or revising algorithms and protocols, policies and procedures, and training; and participating in and/or conducting classroom and other training.

EMS Assignment: An EMS Coordinator assigned to EMS manages the certification and recertification of Advanced Life Support (ALS) and/or Basic Life Support (BLS) providers and/or instructors and is responsible for evaluating EMS training activities for effectiveness, with an emphasis on its impact on department service delivery and conducts classroom and other training. This assignment also performs CQI, which involves designing quality assurance programs to measure program outcome and effectiveness, evaluating EMS data, identifying methods of providing effective emergency medical care, and identifying methods to address complex medical issues and patient care delivery situations; serves as a pre-hospital liaison between the Mesa Fire and Medical Department, hospitals, and other outside agencies; and participates in the resolution of issues and the enhancement of services.

Transportation Program Assignment: An EMS Coordinator assigned to the Transportation Program reviews compliance with payer agreements as it relates to ambulance billing and clinical review, which involves reviewing and independently evaluating electronic patient care reports (ePCRs) to verify they meet Medicare documentation standards and are ready to be sent out for billing and to ensure care and treatment compliance with other terms of the insurance and/or payer agreements; monitors the billing process, which includes reviewing questionable billing rates and reimbursement amounts; works collaboratively with insurance companies to resolve systemic payment processing concerns; monitors ambulance responses to ensure compliance with expected dispatch protocols; periodically reviews transport-related supplies costs and usage, including pharmaceuticals; serves as compliance officer or on a compliance committee for the Transportation Program; and ensures compliance with state regulations in assigned area of responsibility. This assignment also evaluates the training needs and delivers clinical and documentation related training for the Civilian Emergency Medical Technicians (EMTs) and Paramedics and manages or participates in the management of their Paramedic and EMT certifications.

Distinguishing Features: This civilian class participates in the Arizona State Retirement System (ASRS). For the Dispatch and Deployment assignment, which operates 24 hours a day, 7 days a week, schedules may include working evenings, weekends, and holidays. General supervision is received from the Deputy Chief in either EMS or Dispatch and Deployment assignments, who reviews work through conferences and overall results achieved. This class is FLSA exempt-administrative (part-time employees in this class are FLSA nonexempt).

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required.

Dispatch and Deployment Assignment: An Associate's Degree or higher in Nursing from an accredited college or university. Extensive (5+ years) Registered Nurse (RN) experience. Valid Arizona Registered Nurse (RN) license.

EMS Assignment and Transportation Program Assignment: Any combination of training, education, and experience equivalent to graduation from an accredited college or university with an Associate's Degree in Nursing, Emergency Medical Services, Education, Fire Science, or related field. Extensive (5+ years) experience in the medical profession, which must include experience as a Paramedic, RN, or higher-level provider, such as Nurse Practitioner, Physician's Assistant, etc.

Special Requirements. Must not be on the Office of Inspector General (OIG) list of Excluded Individuals/Entities (LEIE).

Dispatch and Deployment Assignment: Because of the confidential, sensitive nature of information handled, successful completion of a background investigation is required. Candidates given a conditional job offer will be required to successfully complete a hearing test.

EMS and Transportation Program Assignments: Must possess a valid Class D Arizona Driver's License by hire or promotion date. Must maintain current status as an ALS provider (example: Paramedic, Registered Nurse, Physician's Assistant). Certification as a provider in Cardiopulmonary Resuscitation (CPR), Advanced Cardiac Life Support (ACLS), and Pediatric Life Support (PALS) or Pediatric Education for Pre-hospital Provider (PEPP) within 90 days of hire or promotion date. Must possess and maintain Instructor Certifications for CPR, ACLS, and PALS or PEPP within one year after hire or promotion date. ***Transportation Program Assignment:*** Certification as an Ambulance Compliance Officer within one year after hire or promotion date.

Substance Abuse Testing. Due to the safety and/or security sensitive nature of this classification, individuals shall be subject to pre-employment or pre-placement alcohol, drug and/or controlled substance testing as outlined in City policy and procedures.

Preferred/Desirable Qualifications. Emergency or pre-hospital medical experience is highly desirable.

EMS and Transportation Program Assignments: Instructor certification in CPR, ACLS, or PALS is highly desirable. One year of teaching experience is preferred. Experience in medical transportation is highly desirable (***Transportation Program Assignment***).

Dispatch and Deployment Assignment: Experience using triage software and providing patient/customer service by phone is highly desirable.

ESSENTIAL FUNCTIONS

Communication: Communicates with the public, Mesa Fire and Medical Department employees, other City departments and management, medical control authorities, and product or service vendors to identify problems or areas of improvement and to coordinate the implementation of solutions. Also, communicates with citizens, field personnel, and other customers to identify and resolve EMS issues and/or to triage calls. Communicates with local, regional, and state medical direction authorities, hospitals, and other agencies to develop or revise implemented EMS procedures and policies, address complex medical issues and patient care delivery situations, or research trends. Conducts effective presentations and training in classroom and other settings. Produces written documents, such as policies, procedures, proposals, activity reports, evaluations, training documents, and other documents with clearly organized thoughts using proper sentence construction, punctuation, and grammar in order to communicate clearly and effectively.

Manual/Physical: Demonstrates and performs BLS and ALS procedures within the scope of practice of the incumbent's license or certification, including CPR and other emergency medical care. Rides along on emergency vehicles during emergency calls to evaluate EMS services under emergency scene conditions. Prepares reports, training manuals and materials, and other documents for management and other presentations. Enters data or information into a personal computer (PC) to record activities, review and interpret data, and prepare correspondence. Prepares and updates training schedules, attendance summaries, graphs, call volumes, etc. Listens to radio traffic and patch tapes to monitor the quality of emergency medical services and compliance with the Mesa Fire and Medical Department Standard Operating Procedures (SOPs). Reviews training sources (examples: written, audio-visual, and computer software). Uses visual aids, such as overhead transparencies, presentation software, and slides when giving presentations or instructing classes. Operates a variety of standard office equipment, such as a PC, copy machine, telephone, and other equipment to communicate and document necessary information and activities. Meets scheduling and attendance requirements. ***Dispatch and Deployment Assignment:*** Communicates by phone with emergency callers and documents calls. ***EMS Assignment:*** Operates a Mesa Fire and Medical Department vehicle requiring a standard Class D Arizona Driver's License to travel to and from training sites. Sets up public information displays, health fairs, and other events, which includes setting up chairs, tables, display exhibits, and similar items. Moves objects weighing up to 75 pounds with the aid of a standard moving device, such as a cart, hand truck, etc., including CPR manikins, computer simulators, and other training materials and equipment for distances of up to 150 feet.

Mental: Researches and evaluates developments and changes in the EMS field. Conducts research and reviews the research of others. Analyzes and evaluates data collected regarding Mesa Fire and Medical Department EMS operations, including: Computer Aided Dispatch (CAD) histories, observation of emergency scenes, review EMS incident reports, etc. Uses data to develop SOP's educational and

operational programs, and to make other medical recommendations. Observes changes in the medical technology, patient care delivery, and other health care issues, and plans for the impact to the department's service delivery. Performs mathematical calculations, statistical computations, financial and cost analyses, etc. Projects costs of personnel, materials, equipment, and instructors for program needs for budget purposes. Understands and interprets schematic drawings and emergency call summaries to critique medical and patient care. Prioritizes own work projects and may assign work to other unit personnel. Conducts needs assessments, develops lesson plans, prepares instructor and student materials, coordinates training efforts, and evaluates program efficiencies (*by assignment*). Assists the Deputy Chief in accomplishing overall goals through program management, provider and system evaluation, and quality assurance. Learns job-related material through on-the-job training, structured presentations, and meeting with state and local regulatory agencies. ***Dispatch and Deployment Assignment:*** Assesses the level of immediate need, triages the calls, and directs the dispatch of smaller fire apparatus staffed with nurse practitioners or physicians' assistants to lower-level emergency medical calls as appropriate or full emergency apparatus responses.

Knowledge and Abilities:

Knowledge of:

theories, principles, and techniques used to facilitate adult learning;
project planning and execution principles and methods;
principles of health care delivery systems and emergency medical services;
methods of conducting research studies or medical investigation;
medical/legal issues related to the delivery of EMS;
federal, state, and regional standards of care;
ethical aspects of emergency medical care;
pathophysiology, assessment, and management modalities of medical conditions and diseases common to adults and children;
process of disease transmission and infection control; and
kinematics, assessment, and management modalities of trauma.

Ability to:

communicate effectively with emergency callers and triage emergency medical calls appropriately (***Dispatch and Deployment Assignment***);
plan, coordinate, and execute large public events or training programs;
recognize and identify potential medical/legal risk situations;
develop and implement long- and short-range goals and objectives;
observe and evaluate trends;
explain technical medical concepts and practices in simple non-technical language;
represent the Mesa Fire and Medical Department or City at meetings with local, state, and regional medical direction authorities;
coordinate medical follow-up as needed with infectious disease exposures;
coordinate and teach ACLS, PALS/PEPP, CPR, and other certification courses;
direct other staff members, contracted personnel, or presenters; and
establish and maintain effective working relationships with management, coworkers, and representatives from hospitals.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 1/24

NF/js/co

CS4683.DOCX

CS5411 (Part-Time, Non-Benefited)

CS5111 (Grant-Funded)

EEO-Prof

JOB FCTN-ADM

INCREMENTS 37-200

PAY GRADE: 55

PAY GRADE: 55

PAY GRADE: 55

IND-9410

SWORN-No