

**Northwest Community EMS System
Position Description
Provider EMS Coordinator**

General summary:

The Provider EMS Coordinator is an appointed position within a Provider Agency who reports to the Chief Executive Officer or his designee. Any person holding the Provider EMS Coordinator position shall be currently licensed as a paramedic or Prehospital Registered Nurse (PHRN) in the State of Illinois with practice privileges in good standing in the Northwest Community EMS System. The primary role of a Provider EMS Coordinator is to serve as a medical and operational liaison between the NWC EMS System and their employer.

Representative functions: A NWC EMSS Provider EMS Coordinator shall be responsible for the following:

I. Educational programs

- A. Facilitate completion of preceptor paperwork, facilitate the internship, and provide licensure recommendations for paramedic students within the Agency;
- B. Maintain CE verification forms for each agency EMT/Paramedic to be available in a 3-ring binder at the site of In-station visits;
- C. Maintain continuing education records with original instructor and student signatures verifying attendance at CE offerings offered by the agency for all EMTs and paramedics;
- D. Obtain IDPH site codes for CE offerings provided by the agency; provide Department EMT-Bs with continuing education. (If Dept. EMT-Bs attend In-Station visits, site codes have already been obtained);
- E. Coordinate In-Station visit scheduling with the In-Station coordinator;
- F. Coordinate implementation of the Peer Educator program for their agency;
- G. Ensure that all agency EMS personnel comply with mandatory system requirements, i.e., annual CE; CPR, modular testing, intubation competencies, and mandatory reviews; and
- H. Meet with their assigned hospital EMS Coordinator every spring to document completion of CE requirements.

II. Licensure/Relicensure activities

- A. Ensure that each EMT-B/Paramedic has received their relicensure paperwork from IDPH, follow agency-approved processing in advance of license expiration; and notify the NWC EMSS office that the candidate's CE is ready to be approved.
- B. Maintain a current database of all agency EMTs, paramedics and PHRNs that lists their name, current address, license number, expiration date, birth date and social security number; and
- C. Inform the Resource Hospital within 10 days of any change in personnel or their contact information.

III. Continuous quality improvement activities

- A. Monitor patient care reports for compliance with System standards and to trend opportunities for improvement. Write coaching notes and/or conduct conferences with EMS personnel to provide praise or recommend corrective action;
- B. Maintain an adequate inventory of System forms to facilitate EMS activities.
- C. Compile, maintain, and forward to the assigned hospital or committee required statistical data; completed controlled substance logs; PBPI screens; periodic ambulance inventories as requested; and other records and information as may be requested by the System;
- D. Maintain archives of paper (non-electronic) EMS Refusal of Service forms completed by their agency;

- E. Participate in CQI studies as determined by the EMS MD, Chiefs, PBPI Committee, the EMS Coordinator's, and/or the Advisory Board;
- F. Participate in Process Improvement Teams as time allows;
- G. Collaborate with the EMS Coordinator at the assigned System hospital to do preliminary investigations into complaints or Requests for Clarification;
- H. Collaborate with the Agency DICO and System hospitals to insure that all significant exposures to blood and/or body fluids or infectious materials are appropriately followed up;
- I. Prepare and forward justification for Certificates of Merit or other recognition requests for individuals who, by their actions, have performed exceptionally and deserve acclaim from the System, the State or other appropriate agencies; and.
- J. Ensure that the EMS MD is contacted immediately if a reportable incident occurs.

IV. Administrative duties

- A. With the approval of their Agency CEO, represent their Agency or send a qualified designee to all System meetings that may be held for the purpose of planning, organizing, implementing or evaluating EMS system activities or for other purposes deemed important to achieving the goals and objectives of the Agency's EMS strategic plan.
- B. Provide accurate, expedient dissemination of information between the provider Agency and the System. This includes the duty to ensure that all System policies, procedures, memoranda, CE handouts, practice alerts, and directives related to EMS; and the reporting of activities of the Agency with respect to EMS, are fully made available to and understood by all appropriate personnel;
- C. Maintain a current EMS Plan Agreement with the Resource Hospital in compliance with the Illinois EMS Rules and Regulations;
- D. Collaborate with the Chief/EMS CEO to insure Agency compliance with all applicable local, state, and federal guidelines directed to and associated with the Agency's involvement in EMS;
- E. Maintain a listing of all EMS apparatus including their year, make, model, whole VIN number, housing address, hours of operation, level of care (ALS or BLS), and date of last inspection.
- F. Maintain the inventories of all EMS vehicles in compliance with the System's Drug and Supply List unless waivers have been granted;
- G. Facilitate State and System inspections and plan amendments for all new vehicles, and annual inspections for vehicles currently approved in the System plan; and
- H. Serve as a role model for agency EMS personnel by demonstrating the knowledge, skills, and attitudes expected of a system Paramedic Preceptor.

V. Special skills and abilities required

- A. Must demonstrate behavior that reflects a commitment to patient care excellence in all work produced and all interactions with system customers.
- B. Must demonstrate the ability to work collaboratively and communicate effectively with all system customers.
- C. Must demonstrate a commitment to continuous quality improvement in all professional endeavors related to EMS.
- D. Must demonstrate superior initiative, flexibility, adaptability, and creativity to meet the challenges facing EMS in a volatile environment.
- E. Must possess the maturity to confront challenges directly, express opinions openly yet appropriately and problem-solve effectively. Must demonstrate a positive attitude and be willing to refrain from destructive communication through disparaging remarks to System members that would erode morale and be counterproductive to achieving System goals.

- F. Must demonstrate the ability to accept, integrate, and function within the mission, vision, and values governing the NWC EMSS.
- G. Must demonstrate the ability to objectively measure the EMS performance of others and to convey feedback to System members in an appropriate and constructive manner.
- H. Must demonstrate familiarity with the State EMS Act and its amendments, the EMS Rules and Regulations, the System SOPs, Policy and Procedure Manuals.

VI. Professional preparation prerequisites

- A. Currently licensed Paramedic or Prehospital RN in Illinois with no disciplinary actions by an EMS System, hospital, professional society, or the Illinois Department of Public Health pending.
- B. Minimum of two years in EMS required.
- C. Must meet paramedic preceptor prerequisites.
- D. CPR Instructor certification preferred.
- E. ACLS, PHTLS or BTLIS Provider recognitions preferred.

VII. Physical requirements

- A. Hand coordination activities
 - 1. Fine finger movements and dexterity to perform all ALS and BLS skills contained in the EMT-B and EMT-P curricula.
 - 2. Gross manipulation, fine manipulation and simple grasping required for this job.
- B. Visual functions
 - 1. Will frequently be required to read one cm high lettering. Frequently reads a typed or handwritten page of text.
 - 2. Corrected vision of 20/40 in at least one eye necessary.
- C. Hearing functions: Frequently has contact with internal and external customers over the phone. Must be able to hear normal conversational speech. Must be able to listen to breath, heart, and bowel sounds and obtain blood pressures per auscultation method. Must have corrected hearing in at least one ear sufficient to perform these functions.
- D. Field activities: Must be physically capable of participating, without restriction, in field activities involving patient care; including all ALS and BLS skills.
- E. Only temporary exemptions from these provisions will be accepted in response to a physician's release for reasonable accommodation due to illness or temporary disability.

VIII. Disclaimer

The above statements are intended to describe the general nature and level of the work performed by people assigned to this job. They are not exhaustive lists of all affiliated duties, responsibilities, knowledge, skills, abilities or working conditions. They are not intended to construe any type of employee contract or binding employee-employer relationship between the Coordinator and NCH.