



POSITION DESCRIPTION

POSITION TITLE:	EMERGENCY MEDICAL SERVICES QUALITY OFFICER
DEPARTMENT:	EMERGENCY MEDICAL SERVICES
CLASSIFICATION:	EMERGENCY MEDICAL SERVICES EDUCATION OFFICER
UNION:	MGEU – TECHNICAL PROFESSIONAL

REPORTING RELATIONSHIPS

POSITION REPORTS TO:	<u>EMS MANAGER, EDUCATION:</u> DAY TO DAY WORK FLOW, COORDINATION OF ACTIVITIES, HUMAN RESOURCES MANAGEMENT – PAYROLL, LEAVE TIME <u>PROVINCIAL OFFICE OF MEDICAL DIRECTOR – PROGRAM MANAGER:</u> FUNCTIONAL DIRECTION AND REPORTING RELATED TO PROVINCIAL QUALITY ASSURANCE AND EDUCATION AS DETAILED BELOW.
POSITIONS SUPERVISED:	NOT APPLICABLE

POSITION SUMMARY

The EMS Quality Officer is responsible for the continuous monitoring of EMS clinical care within the Region to ensure it meets the quality indicators as delineated by the Provincial Office of the Medical Director (POMD) and Region.

Reporting to the EMS Manager responsible for Education and with functional reporting to the Provincial Office of the Medical Director, the Quality Officer's primary role is to implement, operate, and monitor a provincial continuous quality program. Other duties may include delivery of education as required to ensure the standards of care are maintained throughout the regional health authority.

The position of EMS - Quality Officer functions in a manner consistent with, and supports the Mission, Vision and Values of the Interlake-Eastern Regional Health Authority and ensures compliance with the policies, programs and standards of Manitoba Health, Healthy Living and Seniors.

ESSENTIAL FUNCTIONS AND DUTIES

Function and duties include but are not limited to the following:

- Under the direction of the Provincial Office of Medical Director (POMD), this position is responsible for the implementation and maintenance of a comprehensive EMS Quality/ Risk Management program consistent with regional and provincial requirements,
- Works collaboratively with the Region and POMD to support safe, efficient and effective delivery of patient care,
- Participates with the orientation of all new EMS personnel,
- Liaises with other Regional programs and external agencies regarding clinical quality improvement, risk management, patient safety program and other initiatives,
- Participates in the regional review of clinical critical incidents occurrences, near miss, and other initiatives to ensure quality patient care as required,
- Works with the Region and POMD in the evaluation and selection of patient care supplies and equipment,
- Participates in the development of new programs and revision of existing programs,
- Participates in clinical research projects as assigned,
- Provides reports on quality activities, data collection and findings as required to the Region and POMD,
- Participates in quality improvement and risk management activities at a regional level as required, including all necessary documentation required,
- Prepares and submits any required documentation and reports in a timely manner, as required by the Region and POMD,
- Participates in the development of clinical tools regionally and provincially (i.e. policy, procedure and patient care maps).
- Performs the duties of a front line care provider in the event of a disaster or for the purposes of maintenance of competency, mentorship or other circumstances as required,
- Follows regional policies, procedures and adhere to the applicable position description for the licensing and delegation level held by the individual.
- Promotes the goals and objectives of educational programs established by the Region and POMD,
- Participation in education & training as identified by the Region and POMD,
- Maintains and updates knowledge of new developments in EMS industry through journal reviews, interest groups, lectures, and committee work,
- Serves as a resource to staff and other health care professionals,
- Maintains and updates professional skills through continuing education programs, literature reviews, interest groups, and lectures.

COMMITTEE PARTICIPATION

- Participates in Regional and Provincial committees as required.

OTHER

- Performs other duties as assigned.
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QUALIFICATIONS

- Current Technician- Primary Care Paramedic Licensure with Manitoba Health, Healthy Living and Seniors Emergency Medical Services Branch or eligible for licensure within 3 months,
- Current competency at the Manitoba Intermediate skill set ,
- Certification in Advanced Cardiac Life Support,
- Minimum of 5 years previous EMS experience,
- Satisfactory record of maintenance of competency in delegated classification,
- Valid Province of Manitoba Class 4 Driver's license,
- Experience and demonstrated skills in the use of personal computers and computerized software including Microsoft office applications (Word, PowerPoint, Excel, Visio),

ADDITIONAL QUALIFICATIONS

- Licensed Advanced Care Paramedic with Manitoba Health Emergency Medical Services Branch would be an asset,
- BCLS instructor certification would be an asset,
- Certification in Pediatric advanced life support would be an asset,
- Certification in Neonatal resuscitation program would be an asset,
- Certification in Pre-Hospital trauma life support or equivalent would be an asset.
- Experience with the development, maintenance and implementation of a comprehensive regional EMS Continuous Quality Improvement (CQI) /Risk Management System consistent with regional and provincial requirements would be an asset.

ESSENTIAL SKILLS AND EXPERIENCE

- Knowledge and understanding of the Emergency Response and Stretcher Transportation Act and associated regulations, and all other applicable acts and regulations,
- Understanding of the provincial EMS system and the function of the Office of the Medical Director,
- Understanding of the regional and provincial policies regarding Quality Assurance of pre-hospital care, treatment, and transport,
- Understanding and experience with the qualitative and quantitative analysis of data and preparation of reporting tools utilizing industry standard formats,
- Demonstrated ability to communicate effectively verbally and in writing,
- Demonstrated ability to work independently or with minimal supervision,
- Demonstrated ability to coordinate and facilitate group activities,
- Demonstrated ability to maintain positive internal and external working relationships,
- Physical and mental health necessary to meet the demands of the position required,
- Demonstrated ability to respect and promote a culturally diverse population,
- Demonstrated ability to respect and promote confidentiality.
- Completes and maintains a satisfactory pre-employment security check.
- Satisfactory employment record.

WORK CONDITIONS

- The incumbent functions autonomously on a day-to-day basis and manages assigned duties accordingly.
- Will be required to travel throughout the region and province as duties may require.

- Require a road worthy vehicle, a valid class 4 driver's license and liability insurance of at least \$1,000,000.00.
- No hazardous or significantly unpleasant conditions.

WORKPLACE SAFETY AND HEALTH

The incumbent contributes to making the organization safe for clients and staff and recognizes the importance of reporting unsafe situations and participating in follow up reviews as a learning opportunity.

- Provides a safe environment by ensuring the adherence to Workplace Safety and Health regulations and Policies and Infection Control Guidelines. Obeys all safety and health rules and follows recommended Safe Work Procedures. Informs supervisor of any unsafe acts, work conditions, incidents, near misses, injuries or illnesses immediately.
- Demonstrates a working knowledge of Workplace Hazardous Materials Information Systems (WHMIS) and adheres to procedures for handling and storing controlled substances as described in the Material Safety Data Sheets (MSDS). Uses personal protective equipment as required.
- Demonstrates understanding of role and responsibilities in fire prevention and disaster preparedness and participates in safety and health training programs including the health facility's Fire, Disaster and Evacuation Plan.

PATIENT SAFETY

- Participates in and demonstrates an understanding of patient safety principles and practices into all day to day activities. Follows all safe work practices and procedures and immediately communicates any activity or action which may constitute a risk to patient safety.

Created: February, 2016
Date

Revised: _____
Date

Approved by: _____
Regional Manager/ Supervisor Date

Approved by: _____
Vice President/ CEO Date

Reviewed by: _____
Vice President, Human Resources Date

Position descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed position descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills and abilities included have been determined to be the minimal standards required to successfully perform the position. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.