

EMERGENCY MEDICAL SERVICE QUALITY ASSURANCE COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: This class has responsibility for administration of an incident reporting and risk management program dealing with assessing the quality of emergency medical service care provided by pre-hospital and hospital emergency employees by reviewing medical and other records and monitors a variety of medical functions to promote efficient and appropriate quality care and proper utilization of services to meet the health needs of patients. This class also has responsibility for conducting in-service training programs for emergency service personnel. The work is performed under general direction with leeway allowed for exercise of independent judgment in carrying out details of the work. Does related work as required.

TYPICAL WORK ACTIVITIES:

Screens pre-hospital care reports and prepares reports to emergency service providers regarding service delivery in relation to patient care to individuals;

Aids emergency medical service personnel in developing criteria to assess medical care in which problem areas can be identified and resolved;

Prepares a quality assurance and risk management plan and lists methods for continued assessment or evaluation on effectiveness of current quality assurance activities;

Serves as a member of the Quality Assurance Committee to render guidance and assistance;

Assures confidentiality of quality assurance materials;

Maintains continuity in the analysis of activities, documentation of information and data, and follows up to improve quality of care and completion of reporting functions;

Implements decisions or actions designed to eliminate, as far as possible, identified problems with patient care, including developing and presenting training programs;

Documents data in substantiation of effectiveness of the emergency medical service patient care program;

Conducts quality assurance audits, including preparation of audits, summaries and feedback;

Reviews the medical records of patients to monitor activities of professional and other staff relative to quality of patient care;

Prepares regional training plan and coordinates regional course sponsors, county coordinators and regional councils;

Follows up on activities performed with quality assurance and risk management plans and makes recommendations or institutes corrective actions.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the principles and practices of emergency medical care service and health care systems;

Good knowledge of the content of medical records and origins of clinical information;

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Good knowledge of medical terminology, emergency medical care patterns, and standard nomenclature of condition and indexing diseases and surgical procedures;
Good knowledge of current trends in emergency medical service and health care delivery systems;
Good knowledge of emergency service and health facility staffing functions and their relationships in health care;
Working knowledge of related local, State and Federal regulations controlling quality assurance;
Ability to understand medical and pathological terminology;
Ability to analyze and abstract medical records and related health care data;
Ability to plan, coordinate, and train the work of others;
Ability to communicate detailed health care information effectively;
Ability to prepare records and reports;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A) Possession of a current valid license to practice as a Registered Professional Nurse issued by the New York State Education Department, and three years of professional nursing experience; OR
- B) Graduation from a regionally accredited or New York State registered two year college with an Associate's Degree in emergency medical services, medical record technology, or a closely related field and three years of experience in the preparation and maintenance of medical records and related statistics; OR
- C) An equivalent combination of training and experience as defined by the limits of both A) and B) above.