

## Catawba County Emergency Medical Services

### Quality Assurance Officer

#### General Statement of the Duties

Performs administrative work in planning, organizing and implementing the quality management program for the Catawba County Emergency Medical Services System.

#### Distinguishing Features of the Position

An employee in this class is responsible for the quality management process for the EMS System within Catawba County. Work includes the case reviews, statistical analysis, and direct observation of personnel while performing their duties. In addition to the quality management responsibilities, this position will assist the Training Officer with the Continuing Education Program of Catawba County EMS. Considerable tact and courtesy are required in dealing with a variety of medical personnel, community college instructors and officials, other governmental agencies, EMS personnel, and the general public. Duties are performed under the general direction of the Emergency Medical Services Manager and Training Officer through conferences and reports and the overall effectiveness of the quality management program.

#### Illustrative Examples of the Work

1. Develop and implement a quality management program for the EMS System.
2. Direct efforts toward quality patient care and documentation, including providing procedures, training and resources for team members.
3. Establish criteria for quality reviews / performance improvement.
4. Through a random selection process, select reports for review.
5. Review the patient care report against patient care policies, procedures, and protocols.
6. Provide timely and consistent feedback to the EMS System administration and technicians in order to eliminate repetition of errors.
7. Assists the EMS Training Officer with planning, organizing, and implementing training activities as needed.
8. Participates in the recruitment and selection of EMS personnel; serves as a clinical preceptor and trainer; participates in the evaluation of all personnel in field performance.
9. Prepares special reports and studies; participates in short and long range planning.
10. Serves on local, state, and regional advisory councils for emergency medical services.
11. Serves as the Public Relations and Injury Prevention Coordinator.
12. Responds to emergency medical calls, performs necessary rescue work and administers emergency medical care.
13. Performs related work as assigned.

#### Knowledge, Skills and Abilities

1. Meets all job requirements of an Emergency Medical Technician – Paramedic with Catawba County Emergency Medical Services.
2. Thorough knowledge of the rule and regulations that govern Emergency Medical Services in North Carolina.
3. Thorough knowledge of current emergency medical service needs of the county.
4. Thorough knowledge of equipment and supplies used in emergency medical service.

## **Catawba County Emergency Medical Services**

5. Ability to plan, organize, and implement a quality management program.
6. Ability to provide instruction, training and supervision to adults.
7. Ability to prepare and maintain accurate records and reports.
8. Ability to respond quickly and calmly to emergency situations.
9. Ability to establish and maintain effective working relationships with local, state, and federal officials, employees and the general public.
10. Ability to communicate effectively, both written and verbally.

### **Desirable Training and Experience**

1. The employee must maintain certification as Emergency Medical Technician – Paramedic in the State of North Carolina.
2. The employee must maintain certification as an EMT – Paramedic Level II Instructor in the State of North Carolina.
3. The employee must maintain certification as an AHA ACLS and PALS instructor.
4. The employee must maintain certification as an ITLS instructor.
5. The employee must possess a valid NC driver's license.