

MACOMB COUNTY MEDICAL CONTROL AUTHORITY (MCMCA)
19176 Hall Road, Suite 120
Clinton Township, MI 48038

POSITION DESCRIPTION

QUALITY IMPROVEMENT AND EDUCATION COORDINATOR

REPORTS TO: Executive Director, MCMCA

SALARY: Negotiable based on Qualifications and Experience

POSITION SUMMARY:

Under the leadership of the executive director, develops, maintains and implements all aspects of a quality improvement program. In partnership with the medical director, develops, implements, and monitors medical treatment protocols delivered in the field by all EMS personnel (MFRs/EMTs/Paramedics). In collaboration with appropriate governance committees, leads and oversees all educational activities/projects/offerings. Serves as the first point of contact for all clinical EMS inquiries.

MAJOR DUTIES AND RESPONSIBILITIES:

- Assists in the development, implementation, and oversight of QA/QI programs to assess compliance with medical treatment protocols delivered in the field by EMS personnel to ensure the quality of emergency and non-emergency services. Monitors and interprets LSA data to ensure protocol compliance and improvement. Reports findings to key stakeholders and leads and monitors all quality assurance activities for improving outcomes and maintaining continued improvement. In partnership the executive director and medical director, designs and conducts special studies as necessary.
- In cooperation with the Business Operations Coordinator, oversees licensure process for all annual re-licensure and any new licensure requests.
- In cooperation with regional partners and governance committee representatives, establishes and maintains a database of questions and scenarios for skills verification/protocol assessment activities and updates testing with new or changed protocols. Coordinates annual assessment and any special assessments to verify competencies of EMS providers.
- In partnership with the Business Operations Coordinator, oversees all CE Sponsorship activities, including consortium compliance and tri-annual certification. Oversees, prepares and conducts

MCA education initiatives for LSAs and it's providers. Develops lesson plans and curriculums for training and education initiatives.

- Serves as the first point of contact for all clinical/EMS inquiries to the MCMCA. Oversees all EMS protocol activities locally, regionally and state-wide, including but not limited to creation of new protocols, updates, etc.
- Coordinates the PSRO investigations and activities. Creates monthly agenda, prepares and distributes correspondence regarding PSRO actions/remediation.
- Leads and coordinates annual MCI exercise(s) in collaboration with our governance committee, life support agency representatives and other key stakeholders across Macomb County and the region, as appropriate.
- Leads, coordinates and/or participates on various local and regional MCA Committees. Serves on State committees as assigned.

This list may not be inclusive of the total scope of job functions to be performed. Other duties and responsibilities may be assigned.

REQUIREMENTS:

- Currently licensed as a paramedic, registered nurse or other health professional (with previous EMS experience preferred)
- Bachelor's degree preferred
- Knowledge of EMS protocols and the EMS system of care
- Previous experience in quality improvement programs and developing lesson plans and curriculums for training/education initiatives
- Certification as an Instructor Coordinator by MDHHS-BEPESOC (within a maximum of six months hiring)
- Ability to establish and maintain meaningful relationships with key stakeholders
- Effective organizational skills, functional leadership experience required
- Strong analytical skills
- Strong written and verbal communication skills
- Proficiency in computer applications including spreadsheets, data management and presentation applications
- Must be able to maintain a flexible schedule to meet various demands of the position