

	Lower Providence Emergency Medical Service Standard Operating Guidelines	
	Subject: <i>Member Guidelines – QA/QI Coordinator</i>	SOG #101-003J
	Approved: Chief Christopher J. Reynolds	Initiated: October 2023 Revised: N/A

Classification

Committee Head

Reports to

Clinical Care Coordinator

POSITION DESCRIPTION

Summary/Objective

The QA/QM Coordinator will coordinate and oversee a committee of individuals that will ensure proper completion, accurate documentation, and appropriate treatment for all LPEMS Responses. Coordinator will work hand in hand with the Training Officer and Clinical Care Coordinator to promptly identify any treatment or PCR completion issues.

Essential Functions

1. Remain in compliance with ACT 37.
2. Provide pre-hospital care to ill or injured patients at current certification level, utilizing the decision making needed to properly transport patients to necessary medical facilities based on facility capability.
3. Establishes and maintains a working environment conducive to positive morale, quality, and teamwork.
4. Coordinate the direction of assigned personnel including monitoring work assignments, work closely with officers and committee heads to direct and mentor their efforts.

Responsibilities

1. Ensure 100% of completed PCR's are reviewed.
2. Work with Clinical Care Coordinator and Medical Director to establish proper treatment standards that conform to PA State EMS Protocols.
3. Work with the Training Coordinator to identify any training deficiencies.
4. Maintains confidentiality regarding HIPAA information and Provider PCR Issues.
5. Ensure that all committee members are contributing and assisting in QA/QI process.
6. Ensure that QA/QI is never more than 14 days deficient.
 - a. Committee Members should be expected to complete a minimum of 10 PCR reviews per scheduled shift.
7. Must submit a monthly report to the Clinical Care Coordinator and Chief of Operations on or before the 3rd Friday of the month.

Competencies

1. Ethical Conduct.
2. Stress Management/Composure.
3. Problem Solving/Analysis.
4. Communication Proficiency.
5. Strategic Thinking.
6. Teamwork Orientation.
7. Diversity and Inclusion.

Supervisory Responsibility

The QA/QI Coordinator will oversee members of the committee only while engaged in committee assigned responsibilities.

Signatures

This position description has been approved by all levels of management:

Member signature below constitutes understanding of the requirements, essential functions, and duties of the position.

Member _____ Date _____

Chief of Operations : _____

CC: File

