

LifeNet, Inc.

POSITION DESCRIPTION

POSITION TITLE: Clinical Services Manager
DEPARTMENT: Stillwater Operations
REPORTS TO: Director of Operations
STATUS: Exempt
DATE: 8/12/10

SUMMARY: Plan, implement, and coordinate educational programs in accordance with State, and local regulations and guidelines; to ensure the delivery of quality patient care and transportation through adherence to established pre-hospital protocols, on-going training and education. Ensure the delivery of quality patient care by planning, implementing, and coordinating quality improvement programs.

DUTIES AND RESPONSIBILITIES

- Collect and assimilate quantitative and qualitative data so as to identify trends or characteristics in the delivery of pre-hospital care and transportation, with the intent of establishing goals and objectives that will improve the delivery of quality patient care and transportation in the pre-hospital care setting.
- Assist in writing and maintaining clinical protocols (this includes tracking changes).
- Attend local and state meetings/seminars/conferences that are integral to the improvement of quality patient care.
- Assist the Medical Director in assuring a high standard of patient care. Assist Medical Director with implementation of educational and QI initiatives.
- Oversee company's program for narcotic and scheduled substances distribution and monitoring. Assist Medical Director with state and federal (DEA) licensure and compliance. Conduct on-going and random audits regarding controlled substance administration and distribution.
- Develop and implement continuing education (CE) programs for staff to ensure adequate CE opportunities for staff re-licensure.
- Conduct in-service programs to address Quality Improvement trends, when new clinical protocols are approved, and upon implementation of new technologies.
- Using a systems approach to conduct medical audits and determine opportunities for improvement and engineer solutions to system deficiencies.
- Respond to internal/external complaints or concerns relating to the quality of patient care from employees, agencies, hospitals, nursing staff, patients and other customers

Stillwater Clinical Services Manager

in a timely manner. Refer difficult and conflicting interactive situations to the Director of Operations

- Maintain availability during disaster situations or mass casualty incidents (MCI) and assist in any capacity.
- Maintain accurate files and databases. Generate and submit routine reports as requested by the Director of Operations or General Manager. Generate special reports as needed or mandated.
- Assist Human Resources with database input and monitoring of employee licensures, certifications and other required documents for employment.
- Plan, implement, and coordinate initial and continuing education classes for first responders and various allied agencies to enhance quality patient care prior to LifeNet's arrival.
- Monitor company licensing requirements and prepare re-licensure documents. Ensure compliance of company licenses within re-licensure deadlines.
- Follow LifeNet guidelines for customer service.
- Function as a public relations representative when dealing with facilities, agencies, etc., and represent the company.
- Responsible for adhering to all company policies and procedures.
- Function as a paramedic on an ambulance as required by system needs or to augment unit availability (see Paramedic Job Description)
- Perform other related duties as required.
- Manage employees' on-duty medication approvals in conjunction with the Medical Director and Human Resources.
- Oversee and maintain the maintenance records and repairs (in-house & out-sourced) of all clinical equipment. (ECG monitors, pulse oximeters, etc)

MINIMUM QUALIFICATIONS

High school diploma or GED

Negative DOT drug screen

Pass DOT physical & lifting requirement

Oklahoma Instructor or Coordinator certification (paramedic level), or ability to acquire within six months of hire date

Effective oral and written communication skills

Strong interpersonal skills

Oklahoma Paramedic license (or ability to acquire within 90 days of hire date)

Two or more years of EMS experience at the Paramedic level.

Stillwater Clinical Services Manager

Ability to use PC based word processor, spreadsheet, and database software required
Ability to problem-solve
Current state driver's license & acceptable driving record
Knowledge of local, state and federal regulations relating to EMS

PREFERRED QUALIFICATIONS

BS/BA Preferred
Paramedic Instructor qualified
Experience preparing and managing budgets
Experience using statistical process controls
BLS Instructor
ACLS Instructor
Experience teaching EMS curriculum in a college or university setting

STRESS FACTORS

Occasionally: Boredom, MCI, life and death situations, and multiple priorities.
Frequently: Repetitive tasks, hazards, fatigue, intense tasks, high call volume, patient care.
Constantly: High-pressure, multiple priorities.

PHYSICAL REQUIREMENTS

Occasionally: Climbing, kneeling, running distance, reaching above shoulder level, lifting patients weighing greater than 150 pounds

Frequently: Smelling, sitting, leaning, stooping, bending, climbing, standing, twisting, walking inside & outside, lifting patients weighing not greater than 150 pounds, pushing, pulling, reaching, balancing, carrying equipment and supplies no greater than 70 pounds, fine hand & finger movement, driving ambulance.

Constantly: Hearing/listening, clear speech, touching, seeing, upper and lower body flexibility, multiple physical activities performed simultaneously.

WORKING CONDITIONS

Occasionally: Extreme heat and cold, wet and/or humid conditions, vibration, pressurized equipment, burning materials, high places, toxic conditions, other hazardous conditions, gases, fumes/odors/mists.

Frequently: Extended days, inside, outside, temperature changes, mechanical & electrical equipment, confined areas, noise, moving objects, dirt/dust, other hazardous conditions, human excrement, blood, urine, mucous, tissue.

Constantly: Work with and around others, face to face and verbal contact with others, shift work.

MENTAL REQUIREMENTS

Occasionally: Math skills.

Frequently: Complex writing, clerical, analyzing, perception/computation, and problem solving.

Constantly: Simple and complex reading, simple writing, memorization, judgment,

reasoning, and decision-making.

EQUIPMENT USED

Occasionally: Facsimile, kitchen appliances, vacuum cleaner, cleaning equipment and supplies, protective devices and clothing.

Frequently: Cleaning equipment and supplies, computer, maps.

Constantly: Ferno & Stryker Stretchers, pager, IV supplies, bandaging, medications, monitor/defibrillator, radio, suction equipment, airway equipment/bag, disposable supplies, durable equipment, trauma bag/box, drug box.

Date:	
Employee Name (Print):	
Employee Signature:	
Witness Name (Print):	
Witness Signature:	