

Project/Program Manager I

EMD Quality Improvement Coordinator
King County (Wash.) Health Services

SALARY: \$25.08 - \$31.80 Hourly

ISSUE DATE: 12/04/08

FINAL FILING DATE: 12/18/08

THE POSITION

Conduct Quality Improvement (QI) activities for the Emergency Medical Dispatch (EMD) Program in the Community Programs Section of the Emergency Medical Services (EMS) Division. This position is a professional level position and will report directly to the Section Manager, however, will take direction from the EMD Program Manager who may act in a Lead Worker capacity.

This full-time, career service position is open to all qualified applicants.

Please note: The pay rates listed above are 2007 rates as the union contract is in negotiations. 2008 hourly rates for this position are pending contract ratification. This position is funded by the King County EMS Levy.

EXAMPLES OF DUTIES

1. Conduct analysis of EMD QI reports taken from the Criteria Based Dispatch (CBD) reporting services.
2. Oversee the EMD QI database and coordinate database activities with the Community Programs research assistant.
3. Develop reports on trends and training issues related to QI and coordinate with the EMD Program Manager.
4. Develop reports on issues with CBD Guidelines that are identified through EMD QI process.
5. Conduct EMD tape review as needed after screening CBD online reports. Provide feedback to the dispatch center EMD Coordinators based on EMD tape and report review.
6. Network with dispatch center EMS Coordinators and assist the EMD Program Manager with response to inquiries.
7. Assist with CBD Guidelines Revisions.
8. Attend Dispatch Review Committee meetings monthly and develop QI agenda items as needed.
9. Draft correspondence to 911 center personnel.
10. Coordinate with Medical Director and Regional Medical Director Section on QI projects or issues; provide input to section manager on anticipated project expenditures related to QI activities.
11. Other duties as assigned by Section Manager or EMD Program Manager.

QUALIFICATIONS

- Two years of experience as an Emergency Medical Dispatcher using Criteria Based Dispatch Guidelines.
- One year of experience conducting Emergency Medical Dispatch Quality Improvement dispatch call reviews.
- Certification in Criteria Based Dispatch.
- Demonstrated ability to communicate effectively orally and in writing for the purposes of drafting correspondence, letters, reports, and presenting information to a variety of audiences.
- Demonstrated analytical and problem-solving skills.
- Demonstrated ability to work effectively with others and work as a member of a multi-disciplinary team; work with diverse populations.
- Demonstrated skill in the use of the complete Microsoft Office suite, including Word, Excel, and PowerPoint. Familiarity with MS PowerPoint, Access, and Outlook.
- Washington State Driver's License or the ability to travel to work locations across King County with limited or no public transportation in a timely manner.

SUPPLEMENTAL INFORMATION

Your application materials must validate your answers to the supplemental questions. If your answers can not be validated, you will not proceed to the next steps of the process.

The selected candidate will be required to pass a thorough background investigation.

This selection process may include but is not limited to: evaluation of application materials and supplemental questions, testing and interviewing. For more information on our selection process, please refer to <http://www.metrokc.gov/health/about/hiring.htm>

Public Health relies on office automation (Microsoft Office) and web- based enabled tools, therefore candidates must be proficient and comfortable with computer use to perform functions associated with on- going work.

Employees are required to adhere to OSHA/WISHA guidelines including but not limited to completing their mandatory trainings on time and obtaining required immunizations.

ADDITIONAL INFORMATION

Employees are required to protect the privacy and security of protected health information as defined in State and Federal Law.

Staff may be required to play an active role in the event of a public health emergency, which may include changes in responsibilities and working hours.

If you need a disability accommodation in the application or testing process, please call the contact number listed on the job announcement.

For information about the duties of this position please contact Linda Culley at Linda.Culley@kingcounty.gov. For more information about the application process please contact Reeshema Lewis at Reeshema.Lewis@kingcounty.gov.

APPLICATIONS MAY BE OBTAINED AND FILED ONLINE AT:
<http://www.kingcounty.gov/healthservices/health/jobs.aspx>

ALTERNATIVE FORMAT MAY BE OBTAINED BY emailing

PH.HR@kingcounty.gov or calling 206- 296-5077