EMD QUALITY ASSURANCE SPECIALIST

Occupational Code:  5417
Salary Range:  24A
Status:  Classified
FLSA:  Non-exempt
Established:  12/98
Revised:  10/06

NATURE OF WORK:

This is responsible, advanced level administrative work providing quality assurance for the Medical Priority Dispatch System (MPDS) within the City of Miami Fire-Rescue Department. An employee in this position is responsible for the design, development and implementation of the MPDS Quality Improvement Unit (QIU). Responsibilities include designing and developing the City of Miami’s Emergency Medical Dispatch (EMD) training and Continuing Dispatch Education (CDE) credits; developing MPDS data collection and reporting procedures; developing MPDS statistical and protocol compliance reports for Fire-Rescue communications administration; and collecting EMD personnel quality assurance records. A Quality Assurance Specialist exercises considerable independent judgment in the analysis and evaluation of the quality of the MPDS. General supervision is received from the Communications Supervisor.

ESSENTIAL FUNCTIONS:  (The examples of work listed in this class specification are not necessarily descriptive of any one position in the class. The omission of specific statements does not preclude management from assigning specific duties not listed herein if such duties are a logical assignment for the position. Examples of work performed are not to be used for allocation purposes.)

Conducts case reviews and evaluations of on-line and off-line randomly selected 911 communications tapes for measurement of protocol compliance.

Designs quality assurance and quality improvement evaluation methodologies.

Analyzes MPDS and Fire CAD data to determine trends in response time and resource utilization for use in optimizing response mode configuration.

Analyzes data from EMD personnel and the data archives to prepare reports describing individual EMD performance.

Assists EMS and operations in defining response mode configuration and assignments.

Reviews trade literature for pertinent information and new relevant technology to keep the Division current with the industry.

Performs other duties as required.
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DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS: (The knowledge, abilities and skills identified in this class specification represent those needed to perform the duties of the class. Additional knowledge, abilities and skills may be applicable for individual positions in the employing departments.) Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Thorough knowledge of the organization and operation of a comprehensive emergency medical system and communications center, including the emergency operations center.

Thorough knowledge of local, state and federal regulations pertaining to systemic emergency medical care.

Thorough knowledge of research techniques and information gathering concerning emergency medical dispatch utilization.
Thorough knowledge of the principles and practices of quality assurance administration as related to a medical priority dispatch system.

Thorough knowledge of the field of emergency medical services, treatment and care.

Considerable knowledge of computer database entry, reporting, spreadsheets and word processing.

Considerable knowledge of public relations principles and techniques.

Ability to monitor and maintain an effective medical priority dispatch system quality improvement unit.

Ability to analyze complex data using statistical techniques and computer programs.

Ability to understand and interpret layman’s terminology as it pertains to 9-1-1 medical calls.

Ability to prepare complex administrative and technical reports pertaining to the medical priority dispatch system.

Ability to communicate clearly and concisely, verbally and in writing.

Ability to establish and maintain effective working relationship with Department administrators, hospital administrators, physicians and other related professionals.

Thorough knowledge of research techniques and information gathering concerning emergency medical dispatch utilization.

Thorough knowledge of the principles and practices of quality assurance administration as related to a medical priority dispatch system.

Thorough knowledge of the field of emergency medical services, treatment and care.

Considerable knowledge of computer database entry, reporting, spreadsheets and word processing.
EMD QUALITY ASSURANCE SPECIALIST (Cont.)

Considerable knowledge of public relations principles and techniques.

Ability to monitor and maintain an effective medical priority dispatch system quality improvement unit.

Ability to analyze complex data using statistical techniques and computer programs.

Ability to understand and interpret layman’s terminology as it pertains to 9-1-1 medical calls.

Ability to prepare complex administrative and technical reports pertaining to the medical priority dispatch system.

Ability to communicate clearly and concisely, verbally and in writing.

Ability to establish and maintain effective working relationship with Department administrators, hospital administrators, physicians and other related professionals.

DESIRABLE BASIC TRAINING AND EXPERIENCE:

Currently certified as an Emergency Medical Dispatcher through the National Academy of Emergency Medical Dispatch. Four years of experience in emergency medical system pre-hospital care.

TOOLS AND EQUIPMENT:

Telephone, personal computer with keyboard, photocopier, CAD system, microphone or headset used for dispatching, hand-held radio, TDD device, fax machine, alphanumeric message paging system, and prolog recording system.

WORK ENVIRONMENT: (The work environment characteristics described here are representative of those employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.)

Work is performed in a temperature controlled office environment. The noise level in the work environment is usually quiet.