

CHARLES COUNTY GOVERNMENT JOB DESCRIPTION

Title: Emergency Medical Services Division Captain

General Job Summary

Performs administrative and operational management in the Department of Emergency Services, Emergency Medical Services Division (EMS). EMS Captains are responsible for managing daily operations and directly responsible for implementation of specific EMS Programs and operations for EMS division staff. The EMS Captain will work closely with other EMS Captains, EMS Lieutenants, field providers from both the career and volunteer services as well as the Jurisdictional Medical Director. The position works directly under the supervision of the Assistant Chief of Emergency Medical Services.

EMS Captains will be assigned lead responsibility for a designated functional area within the division. Serving as lead ensures the area of responsibility is on track and may involve coordination with other EMS Captains as well as back up to other functional areas when needed.

Operations – Job Summary

- Manages daily field operations of the Emergency Medical Services Division.
- Ensures adequate operational staffing for all regular duty shifts as well as special planned or unplanned events and maintains an accurate schedule of personnel on shift each day.
- Manage time validation of assigned personnel.
- Manages and collaborates with Lieutenant to complete personnel evaluations.
- Manages required administrative documentation for all incidents involving assigned personnel.
- Assists in establishing, implementing, and monitoring of divisional goals, objectives, policies, and procedures.
- Ensures effective communication. Facilitates the flow of information up and down the chain of command.
- Investigates EMS related complaints and infractions of County policy and procedures; recommends corrective actions through the chain of command.
- Identify, recommend and assist in the planning and development of long and short-range projects and goals for Charles County's EMS Division.
- Assists in the management of policies and procedures to ensure compliance with licensing and certification requirements for all assigned personnel..
- Assists in the evaluation of 9-1-1/EMS service delivery through a combination of data collection and direct observations as well as conducts research and analysis of current and future 9-1-1/EMS services issues and trends for the continuous improvement of the program and division.
- Manages and collaborates with Lieutenants to evaluate employees on their performance related to success with training.
- Ensures and maintains adequate logistical support required to complete the mission of the EMS Division.
- Participate in meetings associated with the mission, goals, and operation of the division.
- Provides operational support in the field as a supplemental support unit/provider as needed.
- Supports staff in the absence of a district medical duty officer (MDO).
- Implement and expand the Incident Command System as necessary and assume the most appropriate role for a given incident. Relay incident information as necessary and provide transfer/support of command as appropriate.

Training - Job Summary

Training

- Assists in establishing, implementing, and monitoring of Division goals, objectives, policies, and procedures.
- Assists in planning and development of long- and short-range policies and goals for the EMS Division.
- Manages policies and procedures to ensure compliance with the licensing and certification requirements for all Emergency Medical Services Division staff.
- Manages and maintains the Learning Management System (LMS) which tracks certifications, credentials, and online learning for EMS Division staff.
- Manages and facilitates appropriate continuing education and core competency training required by EMS clinicians to maintain medical licensure as outlined in COMAR.
- Manages curriculum development, lesson plans, evaluating probationary providers in clinical settings.
- Monitors performance using instructor evaluation forms after each training class. Determines if training programs and instructors are meeting the training needs of the division and staff. Makes recommendations to modify training content or methodology to improve effectiveness.

- Completes and maintains training records for all training participants and monitors for certification and recertification of EMS clinicians through the LMS.
- Assists in evaluating new training programs, course work, materials, etc. to ensure it meets “best practices” guidelines and are appropriate for EMS clinicians.
- Oversees and manages the EMS Division’s Academy Program.
- Directly supervises cadets in the Academy Program until they are released for independent field practice.
- Manages and facilitates appropriate initial education and core competency training required by EMS clinicians to successfully complete the Academy Program.
- Coordinates clinical field rotations of EMS clinicians and academy cadets.
- Works in concert with the Jurisdictional Medical Director to evaluate academy cadets for core competencies and release for independent field practice.
- Assesses training needs through surveys and feedback from participants.
- Assists with proctoring written and practical exams for job applicants.
- Assists in the establishment of Department training schedules and methods. Assists in the development and maintenance of the Department SOP’s.
- Performs community outreach/liaison functions associated with EMS related public education and technical training of public safety partner agencies.
- Maintains credentials for academy status as outlined in COMAR.
- Maintains training site credentials for the American Heart Association and NAEMT.
- Attends department, division, local, state, and regional meetings as required.
- Serves as a liaison between the EMS Division, Jurisdictional Medical Director and the state regulating agencies regarding training.
- Coordinates with local, state, and regional partners regarding training.
- May be called upon to provide operational support in the field as a supplemental support unit.
- May be called upon to serve as an Operations Captain from time to time.

Quality Management and Standards - Job Summary

Quality Management

- Oversees the jurisdiction’s quality assurance and continuous quality improvement program for emergency medical services throughout the county.
- Assists in the establishing, implementing, and monitoring of Departmental goals, objectives, policies, and procedures. Assists in the planning and development of long and short-range projects and goals for the EMS Division.
- Reviews all aspects of EMS responses, including but not limited to response times, radio protocol compliance, medical protocol compliance, patient care and treatment, patient report to hospital (via radio or telephone), patient care documentation, and compliance with patient confidentiality standards.
- Conducts and coordinates, in conjunction with the JMD, formal quality assurance meetings and investigations.
- In conjunction with the JMD, reviews the county’s medical protocols and makes recommendations for improvement.
- Conducts Quality Assurance/Quality Improvement meetings with appropriate staff, conducts root cause analysis related to medical events and appropriately follows up regarding outcomes.
- Carefully maintain complaint and non-conformance processing through records and tracking systems, including root cause and corrective actions.
- Reports deviations in the standard of care and medical protocols, patient care documentation standards and radio protocols and makes recommendations for remedial training.
- Maintains operational data and generates needed or requested reports for evaluation and monitoring of individual providers and system performance as a whole.
- Cooperates with the county’s risk management program, as well as state and federal government agencies charged with compliance reviews, audits, and investigations.
- Works extensively with physicians and nursing staff at county facilities to establish rapport as well as to coordinate quality assurance activities.
- Assists in the development of training opportunities and assures personnel receive the appropriate training as required by their job descriptions and departmental needs as well as coordinating the evaluation of providers in the clinical and operational setting to assure core competency.
- Evaluates the 911 EMS system/services through a combination of data collection and direct observations as well as conducts research and analysis of current and future 911 EMS issues and trends for the continuous improvement of the program and department.
- Prepares reports, charts and graphs relating to the effectiveness and efficiency of the EMS System and departmental training program.
- Attends any and all meetings associated with the EMS Captain’s position.

- Serves as a liaison between the Department and the JMD and the state regulating agencies with regards to quality assurance.
- Participates in department budget and capital planning as it relates to EMS.
- Serves as the EMS representative to external agencies and provides support with data collection, evaluation, and summary review.

HIPAA Compliance Officer

- Maintain the Department's HIPAA Compliance Plan.
- Develops policies and procedures on staff training related to the privacy of patient protected health information (PHI).
- Defines and monitors levels of staff access to patient's PHI and minimum necessary requirement for staff based on the required job responsibilities.
- Oversees, directs, and ensures the delivery of initial and ongoing Medicare rules, HIPAA training, patient documentation, and orientation to all division employees.
- In conjunction with the ambulance billing department/third-party vendor, serves as the contact for dissemination of PHI to other health care providers, and as the contact person for patient complaints and requests; processes patient requests for access to and amendment of health information and consent forms; processes all patient accounting requests; ensures the capture and storage of patient PHI for the minimum period required by law; and ensures ambulance service compliance with all applicable Medicare rules, Privacy and Security Rule requirements and works with legal counsel, risk management, and other managers to ensure the Department maintains appropriate privacy and confidentiality notices, forms and materials.

Designated Infection Control Officer

- Liaisons with Risk Management to manage the Exposure Control Plan for the department's personnel.
- Serves as the Designated Infection Control Officer and coordinates with hospitals to obtain follow up exposure data. Assists departmental personnel with exposure management plan of care.
- Maintains health records for departmental personnel regarding workplace exposures, vaccinations, and general immunity to common bloodborne pathogens.
- Conducts contact tracing for Departmental personnel when appropriate.
- Conducts annual bloodborne pathogen training for departmental personnel.

Standards Compliance Officer

- Liaisons with the Operations Captains and Lieutenants to provide guidance, facilitate data collection, and when needed investigate adverse events that impact Division/County standards.
- Ensures that adverse event investigations and subsequent reporting follows Division/County standards.
- Reviews adverse events and provides feedback and recommendations to improve upon policies, processes, and remedial training, as necessary.
- Maintains operational data and generates needed or requested reports for evaluation and monitoring of individual providers and system performance as a whole.

Other Duties

Performs related work as required.

Knowledge, Skills, and Abilities (These are pre-employment KSA's that apply only to Essential Job Functions.)

Knowledge of:

- Methods and procedures of managing emergency services
- Laws, rules, and regulations governing the operations of Emergency Medical Services
- Current MD Medical Protocols
- County geography
- Basic and Advanced Life Support practices and procedures
- COMAR "Title 30"
- State and local training requirements for emergency services providers
- Thorough knowledge of the *Charles County Department of Emergency Services, EMS Division: Standard Operating Procedures* and the *Charles County Personnel Policy and Procedure Manual*
- Proficiency in Microsoft Office products and tools

Ability to:

- Perform duties using considerable discretion to maintain system readiness and quality of services being delivered
- Determine specific tasks and assignments to be performed to meet established goals
- Independently handle new, unusual problems and deviations encountered in the work
- Work independently and use considerable discretion to deliver programs and services
- Prepare and collaborate schedules, incidents, events, and manage appropriate staff
- Handle emergencies safely and effectively
- Establish and maintain effective working relationships with others encountered in the work
- Evaluate staff on a consistent and fair basis
- Communicate effectively as well as understand and carry out oral and written instructions
- Independently manage, plan, coordinate and direct the activities of multiple EMS resources at complex incidents and assignments as deemed appropriate
- Independently manage, plan, coordinate and mitigate within discretion personnel matters in accordance with the County Policy and Procedures Manual and the EMS Division's SOP's
- Analyze complex situations and to formulate and direct quick, effective, and reasonable course of action with regards to hazards and circumstances

Required Qualifications (Note: Any acceptable combination of education, training and experience that provides the above knowledge, abilities and skills may be substituted on a year for year basis.)

Training and/or Education:

Bachelor's degree with a major in Fire, EMS, Public, Educational, or Business Administration or equivalent. Additional years of administrative experience may be substituted for education. Charles County Leadership Academy. National Fire Academy Managing Officer program certification or equivalent preferred.

Experience:

Applicant must have at least five (5) years of experience as a Paramedic within the field of Emergency Services that includes at least two (2) years of experience as a supervisor or manager and meet all requirements for the Lieutenant and Paramedic classifications in Charles County.

Licenses or Certificates:

Applicant must have and maintain a current, valid driver's license. Must have and maintain a current license as an Emergency Medical Technician-Paramedic in the State of Maryland. Must be a Charles County certified field preceptor. Must have and maintain current certification in CPR, ACLS, CEVO, Haz-Mat Operations, Incident Management Systems ICS 100, 200, 300, 400, 700 & 800. MFRI Instructor I. BTLs/PHTLS preferred, but not required.

Special Requirements:

Must maintain current driver's and paramedic license/certifications during employment as well as all necessary certifications.

THIS IS A SAFETY SENSITIVE POSITION, AND EMPLOYEES IN THIS POSITION ARE SUBJECT TO RANDOM DRUG AND ALCOHOL SCREENING.

Physical Demands:

May be called upon to act as a Paramedic or Lieutenant and must meet all requirements for such classifications.

Unusual Demands:

Employee is subject to rotating work shifts based upon their duty assignment.

FLSA Status:

Exempt

Reports to:

Assistant Chief of Emergency Medical Services

Supervises:

Emergency Medical Services Lieutenant

Grade 13

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