

UW HEALTH JOB DESCRIPTION

Emergency Medical Services (EMS) Outreach Coordinator

Job Code: 600010

FLSA Status: Exempt

Mgt. Approval: T. Johnson

Date: September 2022

Department: Emergency Medicine - Admin

HR Approval: J. Olson

Date: September 2022

JOB SUMMARY

The Emergency Medical Services (EMS) Outreach Coordinator serves as the liaison between UW Health's Emergency Departments (ED) and prehospital Emergency Medical Services partners to enhance communication, identify educational opportunities, and improve quality outcomes of services rendered in the emergency setting. Furthermore, the EMS Outreach Coordinator serves as a resource for UW Health staff and physicians regarding prehospital issues. This position supports the EMS outreach requirements of UW Health's Trauma, Stroke, STEMI, Pediatrics, and other programmatic designations.

The EMS Outreach Coordinator maintains a presence in the UW Health Emergency Departments to enable informal communication, provide real-time education, and build relationships with EMS and Emergency Department providers. This individual will review EMS and Emergency Department patient care records to identify trends and opportunities for improvement as well as provide education to pre-hospital providers. This individual identifies opportunities to improve the UW Health Prehospital program and works with Emergency Services leadership, Berbee Walsh Department of Emergency Medicine EMS Medical Directors, and other key stakeholders to advocate for and implement changes.

The EMS Outreach Coordinator will facilitate and deliver EMS educational programming, including ALS Consortium, Emergency Education Center, and Simulation Center activities. These activities will span the spectrum, ranging from identifying areas of need through quality assurance/quality improvement activities, program required content, and developing and delivering new programming.

MAJOR RESPONSIBILITIES

- Maintains professional relationships with EMS services and individual field providers to foster supportive interactions.
- Coordinates and facilitates communication between EMS partners and UW Health programs including Emergency Medicine, Trauma Surgery, Cardiology (STEMI), Pediatrics, and Neurology/Stroke.
- Provides guided access for EMS providers to UW Health systems leadership to achieve meaningful action on areas of opportunity identified by outside providers.
- Solicits feedback from EMS providers to identify areas of need that the UW Health system could augment.
- Serves as a resource for UW Health and Emergency Department staff regarding EMS care and issues.
- Enhances EMS Service quality assurance / improvement initiatives by providing patient outcomes and participating in case reviews, particularly when requested by EMS providers.
- Monitors real-time patient care between EMS and UW staff to identify opportunities for improvement. Works to develop and implement those interventions.
- Follows trends in EMS use of the UW Health Emergency Departments to identify areas for system-wide improvement. In coordination with local, regional, and state organizations and the Consortium Medical Directors, sets triggers for automatic case review along with quality metrics and collects data to track progress toward system-wide QI goals. Communicates these goals as well as progress with EMS providers.
- Collaborates with the Dane County ALS Consortium leadership to review and update the EMS Continuing Education (CE) curriculum. Solicits feedback from Consortium providers and provides data on Emergency Department use to guide educational content.
- Assists UW Health programs (e.g., Emergency Medicine, Adult and Pediatric Trauma, Stroke) with developing EMS education.
- Facilitates and participates in scheduled UW Health EMS-related educational outreach programs, including STEMI, Stroke, Trauma, Burn, and Pediatric Nights. Collaborates with UW Health Public Relations and service coordinators to ensure EMS awareness and educational objectives are met.
- Participates as an instructor for EMS educational offerings.
- Attends the Dane County Medical Advisory Subcommittee, Dane County EMS Commission, and other local, regional, and state meetings representing UW Health, the ALS Consortium, Emergency Services, and the Emergency Education Center (EEC), as appropriate. Provides relevant information at these meetings.
- Participates on UW/UW Health committees (e.g., UW EMS Trauma Advisory Committee) to provide EMS expertise and represent the ALS Consortium, Emergency Services, and the EEC, as appropriate.
- Participates in Dane ALS Consortium and its subcommittees.
- Represents UW Health, Emergency Services, and the EEC at EMS-related conferences at the local, regional, state and national levels, as appropriate.

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- Meets with EMS Outreach Coordinators from local hospitals to collaborate across institutions and coordinate liaison services and objectives.
- Maintains knowledge of current State of Wisconsin and National Registry requirements for maintenance of certification for all levels of EMS providers.
- Other duties as assigned.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	<ul style="list-style-type: none"> • Bachelor's degree in a healthcare related field. An Associate degree and two (2) years of relevant experience may be considered in addition to the experience below in lieu of a Bachelor's degree. • Completion of a State-approved EMT-Paramedic education program
	Preferred	<ul style="list-style-type: none"> • Bachelor's degree in healthcare related field
Work Experience	Minimum	<ul style="list-style-type: none"> • Two (2) years of experience in delivery of prehospital care • Two (2) years relevant teaching experience
	Preferred	<ul style="list-style-type: none"> • Level 1 Paramedic Instructor
Licenses & Certifications	Minimum	<ul style="list-style-type: none"> • Wisconsin State licensure as an EMT-Paramedic or Registered Nurse
	Preferred	<ul style="list-style-type: none"> • Wisconsin state licensure as a Registered Nurse • Nationally Registered EMT Paramedic
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Considerable knowledge of and experience in emergency medical services/critical care theory, skills, and practices • Demonstrate high degree of professionalism and service excellence • Excellent communication skills, both written and verbal, as well as ability to formally present to both large and small groups • Ability to work in a changing/dynamic work environment • Ability to work in a self-directed environment with minimal supervision • Ability to make knowledgeable clinical assessments and judgments • Ability to maintain confidentiality of medical records • Excellent organizational skills • Ability to work independently and self-motivate as well as motivate others • Ability to meet deadlines • Ability to multi-task • Knowledge of the scope of practice in all levels of EMS • Ability to use PC Software including e-mail, word processing, database spreadsheet development, and on-line learning programs • Ability to educate all levels of clinical, non-clinical, and EMS staff

AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

<input checked="" type="checkbox"/>	Infants (Birth – 11 months)	<input checked="" type="checkbox"/>	Adolescent (13 – 19 years)
<input checked="" type="checkbox"/>	Toddlers (1 – 3 years)	<input checked="" type="checkbox"/>	Young Adult (20 – 40 years)
<input checked="" type="checkbox"/>	Preschool (4 – 5 years)	<input checked="" type="checkbox"/>	Middle Adult (41 – 65 years)
<input checked="" type="checkbox"/>	School Age (6 – 12 years)	<input checked="" type="checkbox"/>	Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

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PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
X Medium: Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
List any other physical requirements or bona fide occupational qualifications:	Physical ability to perform resuscitation skills and participate in the delivery of patient care on a 911 ambulance, functioning as a crew member.		

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.