

Position: Mobile Integrated Healthcare (MIH) Coordinator
Reports to: Emergency Services Director

Department: Emergency Services
Employee:

POSITION DESCRIPTION

As the EMS Technician: See Advanced EMT or Paramedic Job Description

As the MIH Coordinator: Oversee Mobile Integrated Healthcare (MIH) program operations, including patient case management, tracking and reporting program metrics, program grant management, community outreach and education, program quality improvement, emergency response integration, and ensuring compliance with local, state, and federal regulations.

JOB DUTIES AND FUNCTIONS

- Oversee patient case management of patients enrolled in the MIH program
- Track and report program metrics used for Quality Improvement
- Assist in Program and community related grant funding management
- Coordinate MIH support staff
- Design promotional materials for MIH program and public education
- Member of the EMS Peer Review Committee
- Backup/Support EMS Shift Supervisors
- Assist in maintaining and updating Agency Standard Operating Guidelines as needed
- Support the Emergency Operations Center
- Actively seek out/plan and participate in community events and public education
- Assist in maintaining Google Accounts
- Oversight of Stryker and some additional high value Equipment (maintenance, repair)
- Oversight of “County maintained” AEDs (Law, Fire, and public access)
- Maintain access to the following software programs:
 - Microsoft Office Suite including Visio
 - Agency Digital Calendars (Google Calendars - ES Calendar & Scheduling Calendar)
 - Electronic PCR (ESO – Admin Access)
 - Julota (MIH Program EHR) (Administrator Access)
 - Maintain Access to EPIC Care Link
 - Electronic Scheduling Software (eSchedule – EMS Admin)
 - Digital Medical Safe (Medix – Intermediate Storage)
 - Training, Exercise, Response Management System (TERMS – Student Access)
 - NC OEMS Software (Continuum), (Administrator Access)
 - NC HealthConnex (Administrator Access)
 - Building Access Control
 - Building Surveillance System
 - Social Media (Administrator Access)

JOB KNOWLEDGE, SKILLS, AND ABILITIES

1. Manage MIH Program and respond to needs of MIH patients
2. Assist with EMS calls when on-shift staff are already committed or additional support is needed
3. Assist with ensuring minimum EMS staffing is maintained 24/7/365
4. Help staff the Emergency Operations Center
5. Member of the Perquimans Water Rescue Team

6. Update eSchedule as needed
7. Assists in maintaining the proper functioning of IT equipment by coordinating with IT support and managing related work orders
8. Maintain Electronic Health Records (EHRs)/Electronic Patient Care Reports (EPCRs) with both EMS Agency Software and MIH Specific Software
9. Attends educational classes and seminars to broaden knowledge and skills in leadership and the care and treatment of patients; attends monthly continuing education training to stay current of knowledge and skills.
10. Assists with the training development, training, mentorship, and evaluation of other MIH staff
11. Facilitates learning to ensure employees acquire the knowledge and skills necessary to become successful employees.
12. Serves as a mentor, role model and educational resource for fellow employees.
13. Assists in the development and implementation of Standing Operating Guidelines, protocols, policies, and procedures for training, field practice and medical standards.
14. Abides by, enforces and participates in the implementation and ongoing oversight of safety standards and regulations.
15. Attends and represents the organization at professional meetings and organizations as assigned by the Emergency Services Director.
16. Actively participate in meetings to include:
 - a. EMS Peer Review
 - b. Post Overdose Response Team (PORT)
 - c. Case Conferencing with local hospitals
 - d. Emergency Services Administration Team
 - e. Community Collaborative
17. As time allows actively participate in meetings to include:
 - a. NC Community Paramedic Coalition
 - b. Region 11 Homeless Coalition
 - c. Albemarle Behavioral Health Workgroup
 - d. Other MIH / PORT Related Groups
18. Performs related duties as required

QUALIFICATIONS/SPECIAL REQUIREMENTS

1. High School graduate or equivalent.
2. Valid North Carolina driver's license.
3. Successful completion of an approved North Carolina Office of EMS AEMT or Paramedic training program and certification as an AEMT or Paramedic and maintain level of certification.
4. Successful completion of additional course work and/or certification to include, at a minimum, certification in cardiac care, pediatrics and trauma, as determined necessary by the Emergency Services Director.
5. Two years of field experience as an EMS provider preferred.
6. Able to pass an oral board with the sponsor hospital's medical director to operate at the AEMT or Paramedic level.
7. Incident Command System (ICS) training including but not limited to IS – 100, 200, 300, 400, 700, and 800.
8. Associates/Technical degree with course work in emergency medical services, management or related field and three to five years of experience working as an ALS provider or equivalent combination of education and experience. Supervisory experience preferred.

9. PC proficiency in word processing, spreadsheet, and presentation software as well as Internet and email use.
10. Strong technical report writing, research and analytical skills.
11. Hold or obtain within 12 months of employment a valid BLS Instructor certification from the American Heart Association.

COMPETENCIES

Business Ethics: Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Communications: Expresses ideas and thoughts verbally and in written form; Exhibits good listening and comprehension; Keeps others adequately informed; Selects and uses appropriate communication methods.

Customer Service: Displays courtesy and sensitivity; Manages difficult or emotional customer situations; Responds promptly to customer needs.

Dependability: Responds to requests for service and assistance; Follows instructions, responds to management direction; Takes responsibility for own actions; Commits to doing the best job possible; Keeps commitments; Meets attendance and punctuality guidelines.

Job Knowledge: Competent in required job skills & knowledge; Exhibits ability to learn and apply new skills; Keeps abreast of current developments; requires minimal supervision; Displays understanding of how job relates to others; Uses resources effectively.

Quality: Demonstrates accuracy and thoroughness; Displays commitment to excellence; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Relationship Building: Builds rapport across the organization; Establishes collaborative relationships to achieve objectives; Seeks win-win solutions to conflict; Develops network of professional contacts; Displays empathy and is tolerant of diverse viewpoints.

Initiative: Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed.