**UW HEALTH JOB DESCRIPTION**

**Emergency Medical Services (EMS) Outreach Coordinator**

<table>
<thead>
<tr>
<th>Job Code: 600010</th>
<th>FLSA Status: Exempt</th>
<th>Mgt. Approval: X. Lehman</th>
<th>Date: 03.2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department: 18030/Emergency Education Center</td>
<td>HR Approval: M. Buenger</td>
<td>Date: 03.2019</td>
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**JOB SUMMARY**

The EMS Outreach Coordinator serves as the liaison between UW Health’s Emergency Education Center (EEC) and regional EMS partners to identify educational opportunities for paramedics and improve quality outcomes of services rendered in pre-hospital care. The EMS Outreach Coordinator reviews EMS and Emergency Department records to identify opportunities for improvement, as well as to provide education to pre-hospital providers. This position supports the outreach requirements of UW Hospital’s Level I Trauma Center. The EMS Outreach Coordinator will facilitate and coordinate ALS Consortium activities.

The EMS Outreach Coordinator holds scheduled office hours at University Hospital and the American Center emergency departments to provide informal opportunities for communication and feedback from EMS providers; allowing for education and relationship building with field EMS providers. This position observes transitions of care between EMS and Emergency Department staff to identify successful communication strategies and inform Emergency Medicine leadership of opportunities for improvement.

To maintain relevance, credibility, and Level 1 Instructor Certification, the EMS Outreach Coordinator participates in various teaching activities at the EEC and in outreach communities. These teaching activities may include American Heart Association (AHA) courses such as Advanced Cardiac Life Support (ACLS), Basic Life Support (CPR), and Pediatric Advanced Life Support (PALS), Primary Paramedic training, Critical Care Paramedic, ALS Consortium, continuing education and additional certification courses as assigned.

**MAJOR RESPONSIBILITIES**

- Coordinates and facilitates communication between EMS partners and UW Health systems of care 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.
- Enhances EMS Service quality improvement (QI) initiatives by providing patient outcomes and participating in case reviews.
- Follows trends in EMS utilization of the UW Emergency Departments to identify areas for system-wide improvement. In coordination with Dane County and the EEC Medical Director, 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.
- Maintains professional relationships with EMS services and individual field providers to foster supportive interactions. Monitors real-time interactions between EMS and UW staff to identify opportunities for improvement.
- Attends the Dane County Medical Advisory Subcommittee meetings and regularly meets with EMS Outreach Coordinators from local hospitals to collaborate across institutions and coordinate liaison services and objectives.
- Responds to requests for information received through the EEC EMS Quality Assurance Follow-Up website.
- Participates in scheduled UW Health 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.
- Solicits feedback from regional EMS providers to identify areas of need that the UW Health system could augment or help fill.
- Maintains knowledge of current State of Wisconsin and National Registry requirements for maintenance of certification for all levels of EMS providers.
- Collaborates with the Dane County ALS Consortium leadership to review and update the EMS Continuing Education (CE) curriculum. Solicit feedback from Consortium providers and provide data on ED utilization to guide educational content.
- Attends the Dane County EMS Commission meeting at least biannually to represent the UW EEC, provide information regarding course availability, answer questions, receive feedback and promote collegial relationships.
- Attends the UW Hospital EMS Trauma Advisory Committee.
- Assists the Adult and Pediatric Trauma Coordinators with development of trauma education for the EEC Paramedic Program and continuing education provided on Trauma Nights. Keep an informal list of trauma cases to share with Trauma Coordinators and/or for Trauma nights.
- Participates as an instructor for educational offerings provided at the EEC as needed.
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- Maintains Level 1 Instructor certification, clinical knowledge and skills.
- Participates in Dane ALS Consortium.
- Participates on committees (UW Health, local, regional and state) appropriate to area of expertise. Represents the EEC within these committees.
- Represents the EEC at EMS-related conferences at the local, regional, state and national levels.
- Participates in the community as a guest speaker on EMS-related issues and EEC certification courses.
- Other duties as assigned.

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

JOB REQUIREMENTS

**Education**

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<th>Minimum</th>
<th>Preferred</th>
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<tbody>
<tr>
<td>Bachelor’s degree</td>
<td>Bachelor’s degree in healthcare related field</td>
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<tr>
<td>Associate degree</td>
<td>Wisconsin State licensure as a Registered Nurse</td>
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<tr>
<td>and one (1) year of relevant experience</td>
<td>Nationally Registered EMT Paramedic</td>
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<tr>
<td>may be considered in addition to experience below in lieu of a bachelor’s degree.</td>
<td></td>
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<tr>
<td>Completion of a State-approved EMT-Paramedic education program</td>
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**Work Experience**

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<th>Minimum</th>
<th>Preferred</th>
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<tr>
<td>Two (2) years of experience in delivery of pre-hospital care</td>
<td>Level 1 Paramedic Instructor</td>
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<tr>
<td>Two (2) years relevant teaching experience</td>
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**Licenses & Certifications**

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<tr>
<th>Minimum</th>
<th>Preferred</th>
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<tr>
<td>Wisconsin State licensure as an EMT-Paramedic</td>
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<tr>
<td>Wisconsin state licensure as a Registered Nurse</td>
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**Required Skills, Knowledge, and Abilities**

- 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 personnel.

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,

- **x** Infants (Birth – 11 months)
- **x** Toddlers (1 – 3 years)
- **x** Preschool (4 – 5 years)
- **x** School Age (6 – 12 years)
- **x** Adolescent (13 – 19 years)
- **x** Young Adult (20 – 40 years)
- **x** Middle Adult (41 – 65 years)
- **x** 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.

**PHYSICAL REQUIREMENTS**

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

<table>
<thead>
<tr>
<th>Physical Demand Level</th>
<th>Occasional</th>
<th>Frequent</th>
<th>Constant</th>
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<tbody>
<tr>
<td></td>
<td>Up to 33% of the time</td>
<td>34%-66% of the time</td>
<td>67%-100% of the time</td>
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**Sedentary:** Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, 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.

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<th></th>
<th>Up to 10#</th>
<th>Negligible</th>
<th>Negligible</th>
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**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.

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<thead>
<tr>
<th></th>
<th>Up to 20#</th>
<th>Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls</th>
<th>Negligible or constant push/pull of items of negligible weight</th>
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**Medium:** Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.

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<thead>
<tr>
<th></th>
<th>20-50#</th>
<th>10-25#</th>
<th>Negligible-10#</th>
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**Heavy:** Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.

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<tr>
<th></th>
<th>50-100#</th>
<th>25-50#</th>
<th>10-20#</th>
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</table>

**Very Heavy:** Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.

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<thead>
<tr>
<th></th>
<th>Over 100#</th>
<th>Over 50#</th>
<th>Over 20#</th>
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**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.