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Mercy Flight Inc. is seeking applicants for the position of: Director of Education and Quality Improvement

Interested candidates should forward a resume and letter of intent to James Wallace, Director of Human Resources via e-mail JWallace@mercyflight.org or via US Mail to: 100 Amherst Villa Rd, Buffalo, NY 14225

Deadline: Close of business (5PM) Friday, 6/18/2021

Position Title: Director of Education & Quality Improvement (QI)
Reports to: Executive Vice President
System Medical Director on Clinical Matters
Direct Reports: Clinical Education Manager-Flight
Clinical Education Manager-Ground
FLSA Classification: Exempt

Position Overview: The Director of Education & Quality Improvement is responsible for the overall internal quality improvement program. This director is responsible for the Patient Care Record (PCR) QI process, providing feedback to employees, and evaluating all clinical aspects of the operation for possible improvement and advancements. The Director of Education & Quality Improvement is also responsible for the coordination and implementation of both internal and external education programs related to safety and medical care. This individual is responsible for participating on the Safety Committee, overseeing the CQI Committee; and maintains active status as a clinical provider.

Duties:

1. Provides direction to the Education and Quality Improvement teams
2. Maintains an extensive working knowledge of Mercy Flight Inc. policies, procedures, and protocols
3. Attends scheduled medical team, management and medical director meetings
4. Development and oversight of internal and external educational programs including original/renewal certification programs such as ACLS, PALS, ITLS, DOH certifications
5. Development and oversight of internal and external education programs that support FP-C, CCP-C, and CF-RN initial and renewals.
6. Oversees the Performance Improvement program
7. Oversees the Quality Assurance/Improvement program
8. Administers the American Heart Association Training Site
9. Administers the medical credentials area of Ninth Brain or current platform

10. Reviews, approves and submits invoices related to departmental expenses
11. Develops departmental budget
12. Markets external education programs to the community
13. Acquires/maintains knowledge of applicable sections of the Federal Aviation Administration regulations, especially FAA Section 135 and NYS Department of Health Article 30 and related laws, regulations and policies
14. Attends regional council and QI meetings
15. Participates in public relations functions
16. Serves as member of Medical Flight Crew
17. Performs additional duties as assigned

Position Prerequisites:

1. Provider status for: NYS Certified Paramedic, BLS – CPR, ACLS, PALS and ITLS or New York State licensed Registered Nurse
2. Instructor status for CPR, ACLS, PALS, ITLS
3. Minimum of 2 years program and instructor coordination experience for CPR, ACLS, PALS, ITLS course
4. NYS DOH Certified Instructor Coordinator for all levels of EMS programs. (preferred or within two years)
5. Three years ground EMS experience
6. Three years of EMS educational experience or equivalent
7. Three years of Critical Care education experience or equivalent
8. Three years Air Medical experience (preferred)
9. Bachelor's degree health related field (preferred)
10. Marketing/Public Relations experience (preferred)
11. Previous Quality Assurance experience (preferred)
12. Qualified to drive a company vehicle (Acceptable driving record)

Position Requirements:

1. Be able to demonstrate the ability to coordinate and instruct EMS educational offerings including, but not limited to CPR, ACLS, PALS, ITLS.
2. Be able to demonstrate the ability to coordinate or instruct critical care education such as ventilator management, pharmacology, cardiac devices.
3. Be able to demonstrate proficiency with standard presentation audio-visual devices including, but not limited to multimedia projectors, on-line learning systems, distance learning techniques such as Teams and Zoom.
4. Demonstrate proficiency with PC applications including, but not limited to MS Office and must possess strong keyboarding abilities
5. Be proficient in the development of educational and presentation materials.
6. Demonstrate a broad knowledge of the emergency services field including but not limited to ground and air-medical transport.
7. Comply with all policies contained in the Mercy Flight, Inc. Policy and Procedures Manual
8. Maintain a working knowledge of (and liaison contact) with State and local EMS authorities.

9. Possess problem and conflict resolution skills.
10. Possess a working knowledge of the employee evaluation process.
11. Certification for Critical Care CCEMT-P or CCP or FPC or CCRN or CFRN obtained within one year of accepting position.
12. Ability to provide leadership and instruction in a variety educational settings including one-on-one, small groups and large groups
13. Capable of working as a member of a team with little or no supervision
14. Meet all qualifications as listed in the applicable Clinical Position Profile
15. Participate in TEAMS activities as required
16. Be a positive, well-respected ambassador for Mercy Flight throughout professional and private life
17. Patient advocate
18. Positive attitude
19. Flexible / adaptable
20. Responsible
21. Organized and able to multitask
22. Able to perform duties in stressful environment

Physical Requirements:

- Office setting, with possible extended periods of sitting, visual stimulus from the computer monitor as well as audio stimuli. Must also meet physical requirements applicable to clinical position:
 - Ability to lift, carry and balance up to 125# (250# with assistance)
 - Unaffected by loud noises and flashing lights
 - Possess good manual dexterity with the ability to perform all tasks related to patient care
 - Ability to stoop, bend and crawl on uneven terrain
 - Ability to withstand varied environmental conditions such as extreme heat, cold and moisture
 - Ability to work in low-light situations and confined spaces
 - Ability to allow for compliance with FAA specification A097 (weight & balance of aircraft) by maintaining a weight of \leq 240 lbs. in flight suit/helmet/jacket