

Comprehensive Quality Improvement (CQI) Manager Position Available

Title: Comprehensive Quality Improvement (CQI) Manager

Class: Exempt / Full Time

Hours: 40+ hours/week

Description:

Twin City Ambulance is family owned and operated and has been part of the Western New York community for more than 60 years. Our team is comprised of more than 250 EMS professionals who provide around-the-clock emergency medical services to the Cities of Tonawanda, North Tonawanda, and Lockport, the Towns of Amherst, Clarence, Newstead, Lockport, Wheatfield, and Grand Island, and the Villages of Kenmore, Akron, and Williamsville. We also provide emergency medical standby service to KeyBank Center and the Buffalo Sabres, Canisius College, Shea's Performing Arts Center, Artpark, Coca-Cola Park, and several other Western New York venues.

We are looking for a CQI Manager to join our team. This person will oversee the QA/QI Program and fulfill related functions. If you are a highly motivated professional looking for an outstanding opportunity with a growing company, we encourage you to apply.

Applicant Requirements:

- New York State Certified EMT-Paramedic.
- Knowledge of New York State, Collaborative, and WREMAC patient care protocols.
- Knowledge of Twin City Ambulance Operations, Policies, and Procedures.
- No WREMAC or agency provider restrictions within five (5) years.
- Outstanding networking and interpersonal skills.
- A positive attitude and desire to learn.
- Ability to act independently and as part of a team to achieve company goals.
- Knowledge of, and experience with, computers and Microsoft products.
- Initiative and ability to set and obtain goals without direct supervision.
- Excellent written and verbal communication skills.

Preferences:

- Bachelor's degree.
- Advanced EMS education;
 - AAS in emergency services or related field;
 - CLI / CIC; or
 - EMS Course Instructor (CPR, ITLS, NAEMT, etc.).
- Leadership experience.
- Organization experience.
- Certified Ambulance Coder.
- Experience with Crystal Reports and ZOLL ePCR platforms.
- Knowledge of and experience with video and web conferencing platforms.

Responsibilities:

- Oversee QA/QI program including, but not limited to:
 - Review of PCRs
 - Review controlled substance administration and waste records
 - Regularly meet with employees to review and improve employee performance
 - Remedial training of employees, as necessary
 - Identify trends and help inform the Company's strategic planning decisions
- Help educate newly hired and newly certified employees
- Support, encourage, and mentor employees to achieve Twin City Ambulance's mission
- Enforcement of policies
- Other duties as assigned

Benefits:

- Competitive salary.
- Health insurance.
- Dental insurance.
- Life insurance.
- 401(k).
- Flexible schedule.

Contact:

Interested applicants should send resume and cover letter via e-mail to:

Bryan Brauner at bryan.brauner@tcaems.com

This is an open posting. Twin City Ambulance will seek to quickly fill the vacancy with the most qualified candidate. The posting will close when the vacancy is filled.

Only the most qualified applicants will be selected for the interview process. Submission of an application does not guarantee an interview. Interviews will be scheduled as applications are received.

Questions about this opportunity can be addressed to Bryan Brauner at the above e-mail address or by telephone at (716) 984-6006.