

STANDARD OPERATING PROCEDURE



Assistant Chief(s)

Department: Operations

SOP#133

Applicable to: Assistant Chief(s)

Effective Date: 1 Dec 2020

7 Pages

Authority: Chief of Operations

Purpose:

The purpose of this Standard Operating Guideline (SOG) is to outline the job description of Assistant Chief(s) at Brighton Volunteer Ambulance. This is in multiple parts, based on roles.

Scope:

The scope of this document applies to the prospects and personnel holding the ranking positions.

Guideline:

Position Title: Assistant Chief - Clinical Care
Supervised By: Chief
Supervises: All Clinical Care
Status: Exempt Employee
Schedule: Variable hours to fulfill the needs of the Agency.

Summary Description:

The Assistant Chief - Clinical Care (ACCC) will direct, manage, supervise and coordinate the clinical activities of the Clinical Care Department of the agency, including the Controlled Substances Program, Quality Assurance Plan, assist in development of BVA training, and perform shift supervisor duties as needed. Serves as third in command to the Chief. Oversees the daily clinical care of the agency, coordinating assigned activities with the Operations and Training Departments, and provides highly responsible administrative support to the Chief. The ACCC is a Senior Manager, and an essential position to the agency.

Job Magnitude:

Department Staff: 50+
Department Budget: As allotted by the Chief

Structure:

The Assistant Chief - Clinical reports to the Chief, with work time split between road and office hours. Assistant Chiefs will work minimally eight hours per week on the road. When delegated by the Chief, the ACCC may fulfill additional responsibilities within the agency in the absence of others.

The ACCC will have charge of the Quality Assurance Plan and Controlled Substances Plan, with associated employees reporting to him/her. These employees will be the Quality Assurance Auditors and secondary and tertiary (if applicable) Controlled Substance Officers. This position will function to cover the responsibilities of the Deputy Chief, should that role become vacant for any extended period of time.

Essential Functions:

1. Clinical Program
 - a. Provide Clinical Leadership for all field providers
 - b. Ensures Clinical orders are implemented and carried out in an effective, efficient manner
 - c. Will work with the Training Department to offer Peer Case Review, quarterly at a minimum
 - d. Coordinate with Billing Department to handle any clarifications or program enhancements

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- e. Hold personnel under this position accountable to Clinical and Agency policies, standard operating guidelines, and procedures set forth by the agency and any other entity with regulatory authority over the agency. Will enforce up to a suspension, with any action above being executed by the Chief
 - f. Handle incident reports and investigations including internal and external complaints, related to clinical care concerns, and provide summary updates to the Chief.
 - g. Work with the Training Department to ensure seamless training and clearance of new personnel. Will identify training needs to ensure that compliance is met with medical requirements
 - h. Maintains and assures completeness of recordkeeping on a daily basis for coordination and interoperability with cooperating agencies
 - i. Provides weekly Intranet content and Newsletter content, Including highlights, protocol review, documentation review, and other related activities
 - j. Conduct staff reviews as assigned
 - k. Ensures compliance with all ethical and operational requirements, and reports actions to the Chief and Compliance Officer
2. Controlled Substances Program
 - a. Will be the Primary Narcotics Agent
 - b. Will appoint Secondary Narcotics Agent, and Tertiary if needed
 - c. Will complete all applicable monthly, quarterly, semi-annual, and annual reports regarding controlled substances
 - d. Will investigate and report on any discrepancies or errors
 - e. Will maintain and update the Controlled Substances Plan, including pharmacy agreements
3. Quality Assurance Program
 - a. Will be the lead Quality Assurance Auditor
 - b. Will maintain and update the Quality Assurance Plan
 - c. Will appoint Quality Assurance Auditors at levels of his/her choosing within budgetary parameters to meet the needs of the quality assurance program.
 - d. With the Chief and Deputy Chief, will build, maintain, and update PCR records via agency approved software or vendor
 - e. Track monthly clinical metrics to promote higher quality training, competency, and data evaluation while ensuring the highest quality of care
 - f. Will lead regular review of auditor concerns, and monthly composite review of QA trends
4. Other Support Program(s)
 - a. Will facilitate Interfacility Transport Program, including Transport Ventilators, and proper interfacility transports.
 - b. Will facilitate Community Paramedicine (or similar allowable) program to improve the patient experience, health of our community, and decrease the cost of healthcare
 - c. Will coordinate with community healthcare facilities to have a regular, complete, and updated facility survey including population, staff load, facility maps, and overall improve staff intelligence for operations at high population areas. All data will be compiled and uploaded to a third party service of the agency choice.
5. Other Duties
 - a. Keep the Chief apprised of daily functions and occurrences within the clinical department

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- b. Submits monthly report to the Chief regarding Clinical Care activities of the agency
- c. Participates in policy development and strategic planning
- d. Be responsible for fleet technology upkeep, implementation, and updates
- e. Assists in management of Special Events to include coverage, billing, equipment, plan development and operational function in accordance with Part 18 guidelines
- f. Manages or delegates major incident responses and ongoing operations utilizing the Incident Command System
- g. Will assist in ensuring daily operations responsibilities are completed, including call response, vehicle care, and base duties are completed
- h. Is an advocate for employees and workplace practices
- i. Attends all Operations meetings, or is excused
- j. Will attend 75% of all staff meetings and attend all mandatory trainings in a calendar year
- k. Represents the agency at all exterior functions in the absence of the Chief as requested
- l. Is subject to mandatory recall to ensure minimum staffing is met
- m. Be reachable via email, cellular phone, and text message to allow better communication of information when not on agency property
- n. Other duties as assigned by the Chief

Physical Environment and Working Conditions

The ACCC's work is performed in an office, station, in vehicles and outdoor settings, occasionally in varying weather conditions, sometimes during the day, and sometimes at night.

Work may be performed in emergency and stressful situations. The individual could be exposed to hearing alarms and hazards associated with rendering medical assistance, fire fighting, and hazardous material scenes.

Constant demands include sitting, talking, hearing, seeing, and a negligible amount of force to move objects. The position will frequently sit, stand, walk, stoop, kneel, reach, lift, grasp, perform repetitive hand, arm, and finger motion, exert up to 10 pounds of force, and use hand eye coordination to operate vehicle's, computers, office equipment, medical equipment, and handle medical supplies.

The position will be subject to the requirements of NYS DOH Policy Statement 00-10.

Qualifications

High School Diploma or GED

Bachelor's degree in a related business field, or equivalent management experience and background

Minimum Five (5) years EMS experience, with at least three (3) years as an Operations Officer or equivalent, and five (5) years cleared as an EMT or Paramedic with a clean QA record

Cleared Preceptor in MLREMS region, NIMS qualified to current recommended standards, and meets agency employment requirements

The Chief, on recommendation of the Deputy Chief, and/or Assistant Chief - Training, reserves the right to waive any of the minimum qualifications set forth above and consider any other qualifications or combination of qualifications that, in the Chief's opinion, will serve as an adequate substitute for those minimum qualifications.

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Authority: Chief of Operations

Position Title: Assistant Chief - Training
Supervised By: Chief
Supervises: All Training Committee members, Field Training Officers, Agency Trainees, and Students
Status: Exempt Employee
Schedule: Variable hours to fulfill the needs of the Agency.

Summary Description:

The Assistant Chief - Training will direct, manage, supervise and coordinate the training activities of the Training Department of the agency, including the Field Training Officers (FTO), Training Committee, Trainees, Students, and perform shift supervisor duties as needed. Serves as fourth in command to the Chief. Oversees the daily training activities of the agency, coordinating assigned activities with the Operations and Clinical Departments, and provides highly responsible administrative support to the Chief. The Assistant Chief - Training is a Senior Manager, and an essential position to the agency.

Job Magnitude:

Department Staff: 70+
Department Budget: As allotted by the Chief

Structure:

The Assistant Chief - Training reports to the Chief, with work time split between road and office hours. Assistant Chiefs will work minimally eight hours per week on the road. When delegated by the Chief, the Assistant Chief - Training may fulfill additional responsibilities within the agency in the absence of others.

The Assistant Chief - Training will have charge of the Field Training Program, and Training Committee, with associated employees reporting to him/her. These employees will be the Field Training Officers and Training Committee members.

Essential Functions:

1. General
 - a. Hold personnel under this position accountable to Training Department and Agency policies, standard operating guidelines, and procedures set forth by BVA and any other entity with regulatory authority over BVA. Will enforce up to a suspension, with any action above being executed by the Chief
 - b. Handle incident reports and investigations including internal and external complaints, related to operational and clinical care concerns
 - c. Work with the Clinical Care and Operations Department to ensure seamless training and clearance of new personnel. Will identify training needs to ensure that compliance is met with medical requirements
 - d. Maintains and assures completeness of recordkeeping on a daily basis for coordination and interoperability with cooperating agencies and internal reporting
 - e. Provides weekly Intranet content and Newsletter content, including updates, classes, and opportunities for advancement. These sources will come from a wide variety of entities.

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- f. Ensures compliance with all ethical and operational requirements, and reports actions to the Chief and Compliance Officer
 - g. Will maintain a staff of non-road instructors sufficient to meet the demands of the class load
 - h. Will serve as the Training Center facilitator for AHA programs
 - i. Conducts annual reviews as assigned
 - j. Will coordinate facility visits and public demonstrations for community groups, etc
2. Internal Training
- a. Have charge of, and direct a Training Committee to effect the requirements and goals of the training department. The Assistant Chief - Training may appoint the following roles of the training committee:
 - i. Medic Training Coordinator, Driver Training Coordinator, Clinical Education Coordinator, and Public Education and Outreach Coordinator
 - b. Will facilitate a monthly in-service training program, with the goal being highlighting infrequent areas of practice, and/or current events to ensure staff readiness and ability. Shift Supervisors will execute the plan produced by the Assistant Chief - Training, or his/her designee
 - c. Will facilitate periodic in person and online continuing education, relative and appropriate to providers recertification, as well as current trending topics
 - d. Will facilitate mandatory quarterly in person training, tailored to the needs of recertification, current events, QA trends, or other current pertinent topics. Quarterly trainings will consist of didactic and practical hands on skills
 - i. Q1: Jan-Mar, with sessions spread throughout the three months
 - ii. Q2: May-Jun, with sessions spread throughout the three months
 - iii. Q3: Jul-Sept, with sessions spread throughout the three months
 - iv. Q4: Oct-Dec, online mandatory training classes
 - e. Will facilitate remedial training in concert with the needs of the Clinical Care Department, both in supplementation of the desired outcome, through creation of training improvement plans, and execution of simulation sessions
 - f. Will conduct the Staff Member Orientation Program, or appoint a person to conduct the program in accordance with with program as designed by the Assistant Chief - Training
 - g. Will provide sufficient American Heart Association CPR, ACLS, PALS and/or other classes in the calendar year to ensure staff compliance with requirements of maintaining these certifications
 - h. Will maintain a Field Training Officer (FTO) cadre for the Field Training program including weekly review of FTO concerns, and monthly composite review of FTO reports, and ensuring that the FTO program is providing excellent, accountable guidance to agency trainees
 - i. Will work with the Clinical Care Department to offer Peer Case Review, quarterly at a minimum
3. External Training
- a. Will facilitate American Heart Association CPR classes to the public as well as private businesses with the goal of achieving gross saturation of residents of our community being CPR certified
 - b. Will Manage corporate accounts related to the sales and ongoing efforts to ensure CPR qualified residents throughout the working districts including internal and external postings for advertising
 - c. Will report separately the revenue and activity related to external training activities

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- d. Will provide Stop the Bleed and other initiatives to ensure the health of our population, and leading to an improved overall patient experience
- 4. Public Access Defibrillation
 - a. Will coordinate with community departments to ensure the accessibility and safety of publicly placed defibrillators
 - b. Will promote the sale and training of Automated External Defibrillators and associated training
 - c. Will facilitate the agencies community group AED loan program and report on the utilization
- 5. Other Duties
 - a. Keep the Chief apprised of daily functions and occurrences within the training department
 - b. Submits monthly report to the Chief regarding Training activities of the agency
 - c. Participates in policy development and strategic planning
 - d. Assists in management of Special Events to include coverage, billing, equipment, plan development and operational function in accordance with Part 18 guidelines
 - e. Manages or delegates major incident responses and ongoing operations utilizing the Incident Command System
 - f. Manage a training facility, equipment, and inventory within, in accordance with training programs
 - g. Will assist in ensuring daily operations responsibilities are completed, including call response, vehicle care, and base duties are completed
 - h. Is an advocate for employees and workplace practices
 - i. Attends all Operations meetings, or is excused
 - j. Will attend 75% of all staff meetings and attend all mandatory trainings in a calendar year
 - k. Represents the agency at all exterior functions in the absence of the Chief as requested
 - l. Is subject to mandatory recall to ensure minimum staffing is met
 - m. Be reachable via email, cellular phone, and text message to allow better communication of information when not on agency property
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Constant demands include sitting, talking, hearing, seeing, and a negligible amount of force to move objects. The position will frequently sit, stand, walk, stoop, kneel, reach, lift, grasp, perform repetitive hand, arm, and finger motion, exert up to 10 pounds of force, and use hand eye coordination to operate vehicle's, computers, office equipment, medical equipment, and handle medical supplies.

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Bachelor's degree in a related business field, or equivalent management experience and background

Minimum Seven (7) years EMS experience, with at least three (3) years as an Operations Officer or equivalent, and five (5) years cleared as an EMT or Paramedic with a clean QA record

Must be an MLREMS Regional Preceptor, NIMS qualified to current recommended standards, and Meets Agency employment requirements

The Chief, on recommendation of the Deputy Chief, and/or Assistant Chief - Training, reserves the right to waive any of the minimum qualifications set forth above and consider any other qualifications or combination of qualifications that, in the Chief's opinion, will serve as an adequate substitute for those minimum qualifications.

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