

DUTY STATEMENT

GS 907T (REV. 04/02)

SHADED AREA FOR HUMAN RESOURCES ONLY

INSTRUCTIONS: Refer to the Payroll and Personnel Procedures Manual (PPPM) for Duty Statement Instructions.

RPA-035

EFFECTIVE DATE:

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| 1. DGS OFFICE OR CLIENT AGENCY EMS Authority | POSITION NUMBER (Agency - Unit - Class - Serial) |
| 2. UNIT NAME AND CITY LOCATED EMS Systems Division | 3. CLASS TITLE Staff Services Manager II (Specialist) Limited Term |
| 4. WORKING HOURS/SCHEDULE TO BE WORKED 8:00 a.m. to 5:00 p.m. -- Flexible | 5. SPECIFIC LOCATION ASSIGNED TO Rancho Cordova |
| 6. PROPOSED INCUMBENT (If known) N/A | 7. CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 312-100-4801-901 |

YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.

8. **BRIEFLY (1 - 3 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS**

Under direction of the Chief Deputy Director the Staff Services Manager (SSM) II (Managerial) has program oversight of the EMS Health Information Exchange (HIE) Program. The HIE Program is critical in the Emergency Medical Services Authority's (EMSA) basic mission and affects the entire EMS system in California.

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| 9. Percentage of time performing duties | 10. Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use additional sheet if necessary)</i> |
| | <p>ESSENTIAL FUNCTIONS</p> <p>All work is accomplished in accordance with the laws, rules, regulations, and/or guidelines of the Department of Finance (DOF), State Controller's Office (SCO), Federal and State laws, Executive and Administrative Orders, State Administrative Manual, Bargaining Unit Agreements, the Department of General Services (DGS), and departmental policies, procedures, and guidelines, using the Microsoft Suite of office products (Word, Excel, PowerPoint, Outlook, Access, and Visio) and other technological and non-technological work tools.</p> <p>The incumbent has independent project responsibility and a high level of decision-making authority for integration of Health Information Exchange (HIE) and healthcare. HIE is critical to the department's mission of ensuring quality patient care by administering an effective statewide system of coordinated emergency medical care. Using program coordination skills/tools, the incumbent will make decisions that have significant influence on program, policy, and fiscal impacts. The incumbent must have demonstrated expertise of the prehospital EMS system in California: to include patient care documentation, EMS transportation, local EMS agency systems, data systems and the relationship to EMS. The capability of HIE and electronic patient care record (ePCR) bi-directional communication between emergency medical transport providers and hospitals is a newer concept in EMS that has potential to be controversial with EMS system stakeholders. The incumbent must have a high level of interpersonal skills and the ability to facilitate sensitive conversations with EMS system stakeholders to include provider agencies, local EMS agencies, and hospital and health information exchange organizations.</p> |

11. **SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE**

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| SUPERVISOR'S NAME (Print) Dan Smiley | SUPERVISOR'S SIGNATURE | DATE |
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12. **EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT**

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise to balance the workload.

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| EMPLOYEE'S NAME (Print) | EMPLOYEE'S SIGNATURE | DATE |
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Essential Functions (cont.)

30%

In order to provide statewide coordination of Health Information Exchange (HIE) program activities, the incumbent, using the tools above, is responsible for the following duties:

- Serve as a technical consultant to LEMSAs for the implementation of their HIE program, goals, and objectives
- Monitor and provide direction to LEMSAs to support day-to-day HIE activities.
- Evaluate providers and local EMS agencies to determine the status of HIE readiness with use of ePCRs, hospital dashboards and HIE linkages.
- Provide consultations to local EMS agencies, to implement and monitor HIE projects related to real time data submission between providers and hospitals.
- Collaborate directly with other departments, agencies, and associations including, but not limited to: CalOHII, DHCS, CDPH, various community HIEs, hospital associations, CAHIE, and the Office of the National Coordinator, to implement HIE within the EMS community.
- Develop and submit for approval, to the division chief, technical HIE-related documentation, progress reports, and expenditure summaries.
- Collect progress reports from local EMS agencies and contractors used for state HIE and ePCR system readiness.
- Propose recommendations on the status of HIE for EMS providers and local agencies.
- Draft regulations related to HIE or data standards and implementation that conform to NEMESIS 3 and HL7 specifications.

30%

In order to implement a functional HIE system that conforms to nationally recognized interoperability standards, the incumbent is responsible for the following activities:

- Provide technical assistance on the implementation of HIE to the EMS Systems data program staff and EMS Systems data software contractor.
- Evaluate and monitor the compatibility of ePCR software, HIE direct and messaging software, and EHR software to be interoperable as part of a bi-directional HIE system.
- Monitor and support HIE access for emergency preparedness through a portal interface with single sign-on capability.
- Travel to meetings to present HIE information and/or facilitate discussions that are necessary to implement HIE within the EMS communities.
- Provide back up support to the CEMSIS project.

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In order to ensure a coordinated approach to providing information and education to personnel in the EMS industry related to HIE, using the tools above, the incumbent serves as the coordinator for the HIE Educational Forum and all HIE related educational activities. The incumbent will work closely with the appropriate EMS Systems Program staff and local EMS agencies, to meet the goals of the educational forum session. Responsibilities include, but are not limited to,:

- Develop educational forum agenda.
- Evaluate, interview, and select speakers to present at the forum.
- Approve all speaker presentation material for the forum.
- Develop forum brochures and syllabus.
- Coordinate site selection and contract negotiations for space, equipment and incidentals, as required.
- Evaluate the needs of the forum and approve all purchases related to the forum.
- Coordinate all mailings and registration.
- Supervise forum registration staff at onsite registration.

10%

In order to meet the requirements of the federal block grant and ensure funding of the HIE program:

- Develop HIE objectives and annual activities for the federal block grant, and ensure the objectives are met.
- Develop Success Stories related to the HIE program based on activities and outcomes of the HIE program objectives.
- Prepare quarterly and annual progress reports on the status of the HIE objectives within the federal block grant.

KNOWLEDGE AND ABILITIES

Knowledge of: Public health, mental health and health care services programs and trends; problems and procedures involved in establishing community relationships and assessing community health program needs and resources; preparation and planning for coordinated programs with local and Federal agencies, private agencies and health care providers; principles and methods of public administration including organization, personnel and fiscal management; methods of preparing reports; research and survey methods; methods and principles of medical care administration, disease and disability prevention, health promotion and medical rehabilitation; procedures, planning, implementation and monitoring of programs; design and plan for coordination of programs with Federal and local agencies; legislative processes.

Ability to: Assist in development of public health and health care projects; apply health regulations, policies and procedures; participate in monitoring and evaluating health programs and projects; gather, analyze and organize data related to health programs; analyze administrative problems and recommend effective action; speak and write effectively; act as program liaison with staff in other programs at the Federal, State, and local level; assist in planning, conducting and evaluating of field projects; recommend and take actions on a variety of health programs, project activities, staffing and budgetary processes; analyze proposed legislation, regulations and health program standards; provide consultation and technical assistance to local agencies; serve on task forces and committees as a program representative.

SPECIAL PERSONNAL REQUIREMENTS

During emergency operations, may be required to work in EMSA's Departmental Operations Center, other governmental Emergency Operations Centers or in EMSA's field Mission Support Team to provide assistance in emergency response and recovery activities. Staff is required to complete emergency management and Incident Command System (ICS) training based on their respective roles in a response and participates in periodic departmental and statewide readiness drills and exercises.

Under these emergency operations, staff need to work effectively and cooperatively under stressful conditions with short lead times; work weekends, holidays, extended and rotating shifts (day/night); and may be required to travel statewide for extended periods of time and on short notice.

DESIRABLE QUALIFICATIONS

- Knowledge of and/or experience in emergency medical services, nursing, paramedic, EMT, public health administration, and/or other health/medical background.
- Knowledge of and/or experience in disaster planning.
- Strong written, analytical, interpersonal and oral communications skills.
- Ability to act with flexibility and tact.

INTERPERSONAL SKILLS

- Work well as part of a team and independently as necessary.
- Build good working relationships with constituents, colleagues, and consultants.

WORK ENVIRONMENT, MENTAL AND PHYSICAL ABILITIES

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| | <ul style="list-style-type: none">• Office environment, professional work attire.• Ability to communicate confidently and courteously with people of different backgrounds, different ethnic origins, and different personality types; with the general public, private sector professionals and people of various level of responsibility within state, local and the federal government• Possess the ability to handle multiple tasks with changing priorities• Daily and frequent use of personal computer and a variety of office software applications at a workstation.• Ability to apply common sense and understanding in order to carry out instructions furnished in written, oral, or visual form.• Ability to travel and occasionally work overtime. |
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