

POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete the information as accurately as you can as the position description is used to determine the proper classification of the position.

2. Employee's Name (Last, First, M.I.)	8. Department/Agency MDHHS-COM HEALTH CENTRAL OFF
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) Emergency Preparedness, EMS and Systems of Care
4. Civil Service Position Code Description Departmental Analyst-A	10. Division EMS and Systems of Care
5. Working Title (What the agency calls the position) Systems of Care Regional Coordinator- Regions 2S & 1	11. Section Systems of Care
6. Name and Position Code Description of Direct Supervisor VACANT; DEPARTMENTAL MANAGER-2	12. Unit
7. Name and Position Code Description of Second Level Supervisor WORDEN, EILEEN; STATE ADMINISTRATIVE MANAGER-1	13. Work Location (City and Address)/Hours of Work 1001 Terminal Rd. Lansing, MI 48906 / 8am-5pm Mon-Fri

14. General Summary of Function/Purpose of Position

This position, Systems of Care Regional Coordinator (SOCRC) serves as the recognized resource responsible for facilitating, coordinating, implementing and supporting the development of a stroke and ST-elevation Myocardial Infarction (STEMI) system of care that is integrated into the trauma system. SOCRC will work collaboratively with the Division of EMS and Systems of Care including the Regional Trauma Coordinators, Section staff, The MCA Coordinator, and cardiovascular/neurology partners and stakeholders. The SOCRC is responsible for coordinating meetings, preparing reports, identifying and assisting to address education needs, facilitating activities related to the operationalization of the system regionally and statewide, supporting the development and implementation of the SOC registries, policy discussions and other duties as assigned. The coordinator will work closely with the Verification/Designation program(s) that verifies and designates SOC facilities ensuring that partners interact seamlessly with the programs, education is ongoing and program development progresses. This position covers regions 2S and 1.

15. Please describe the assigned duties, percent of time spent performing each duty, and what is done to complete each duty.

List the duties from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1

General Summary: **Percentage: 45**

As the recognized resource for the Systems of Care for stroke and STEMI act as the Regional Coordinator (SOCRC).

Individual tasks related to the duty:

- Support the implementation of system initiatives, strategic plans and work plans, participate in the evaluation of the regional systems of care, support systems integration (trauma, stroke and STEMI).
- Participate and contribute to the operationalization of the stroke and STEMI systems of care outlined in the Administrative Rules.
- Develop and foster collaborative relationships with all partners to facilitate and support quality care and patient outcomes.
- Provide consultation to and coordinate departmental programs with state and federal agencies, boards, commissions, organizations and communities in assigned areas including the hospital certification/accreditation process.
- Participate in policy development, and input as appropriate to the operationalization of the system.
- Monitor statewide trends/issues in care specific to the system.
- Provides consultation to facilities seeking accreditation/certification and designation.
- Liaison between the Regional system, Michigan Department of Health and Human Services EMS and Systems of Care Division regarding policy and procedures related to the system, ensure information is disseminated appropriately.
- Communicate effectively with multiple stakeholders, practice excellent public relations skills.

Duty 2

General Summary: **Percentage: 25**

Participate in Quality Improvement Initiatives.

Individual tasks related to the duty:

- Research, collect, analyze and maintain data/information necessary to meet program reporting, evaluation requirements and goals of the program.
- Support the Plan-Do-Study-Act approach the Section uses when developing, editing, and addressing system initiatives, reporting, issues.
- Assist with activities to support data quality, including trainings, monitoring, benchmarking and national standards.
- Generate reports and monitors trends, (maintaining confidentiality as appropriate) such as, but not limited to: Incidents, population risk factors, disposition/outcomes, hospitals status, etc.
- Collaborate with network partners to develop strategies to address deficiencies, gaps, issues and follow-up.
- Monitor and manage changes in accreditation/certification criteria and any program impacts, support effective resolution to those impacts.
- Exercise discretion when dealing with proprietary information.
- Determine, implement and analyze data collection to support performance improvement, monitor program development. Coordinate/Collaborate with RPRSO activities, meetings and follow-up as needed ensuring confidentiality and conflict of interest provisions are met.
- Provide data for requested reports, communications, updates as needed.
- Follow MDHHS policies and procedures as applicable.

Duty 3

General Summary: **Percentage: 15**

Administration-generate reports and monitor trends.

Individual tasks related to the duty:

- Facilitate Regional system in execution of work-plan including meetings and evaluation of progress.
- Serve as point of contact (POC) for the system. Collaborate with trauma system POC.
- Disseminate decisions and meeting findings as appropriate.
- Provide guidance on the Administrative Rules in consultation with the department.
- Monitor compliance with regulatory requirements.

Duty 4

General Summary: **Percentage: 10**

Monitor and facilitate education as it relates to an effective functioning system.

Individual tasks related to the duty:

- Assess and prioritize regional education needs and opportunities.
- Plan, coordinate and evaluate regional system related education opportunities.
- Collaborate with regional partners on pertinent community education activities.
- Facilitate sharing best practices, new science with regional and state partners.
- Ongoing assessment of prevention/community education using available data, implementation at direction of network, evaluation completed.

Duty 5

General Summary: **Percentage: 5**

Other Duties as assigned.

Individual tasks related to the duty:

- Work on Special Projects.
- Participate on committees and work groups.

16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.

Decisions are made on the basis of policy and Administrative Rules. Decision making includes assisting the Section in setting priorities, developing and implementing the State Administrative Rules particularly as it relates to operationalizing the system. A decision about designation need to involve the department, advisory committees and others. Staff must understand when and what level of input is needed. Decisions about technical assistance will be needed. Must be able to demonstrate the parameters of decision making, develop and utilize an understanding of the Administrative Rules, policies and procedure of the Systems of Care Section. Need a firm understanding of system development, healthcare policy and delivery.

17. Describe the types of decisions that require the supervisor's review.

- Implementing new initiatives.
- Policy decisions in potential conflict with existing legislation.
- Decisions involving political or budgetary issues.
- Requests are beyond the scope of the position, or outside the purview of Systems of Care or for the benefit of only one partner and not the system.
- Issues in conflict with established department rules and regulations.
- Will seek guidance when decisions need to be made on broad division issues that have departmental, division, or statewide impact.

18. What kind of physical effort is used to perform this job? What environmental conditions in this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

Driving an automobile, office environment, some meetings may take place in acute care settings, computer operation, interaction with other personnel via telephone, email and in person, Local and overnight travel. This employee will work in the field and attend a variety of offsite meetings. Regular meetings in Lansing office will be scheduled.

19. List the names and position code descriptions of each classified employee whom this position immediately supervises or oversees on a full-time, on-going basis.

Additional Subordinates

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

- | | | | |
|----------------------------|------------------------------------|----------------------------|-----------------------------------|
| <input type="checkbox"/> N | Complete and sign service ratings. | <input type="checkbox"/> N | Assign work. |
| <input type="checkbox"/> N | Provide formal written counseling. | <input type="checkbox"/> N | Approve work. |
| <input type="checkbox"/> N | Approve leave requests. | <input type="checkbox"/> N | Review work. |
| <input type="checkbox"/> N | Approve time and attendance. | <input type="checkbox"/> N | Provide guidance on work methods. |
| <input type="checkbox"/> N | Orally reprimand. | <input type="checkbox"/> N | Train employees in the work. |

22. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?

Yes.

23. What are the essential functions of this position?

The sole responsibility of staffing the Regional Systems of Care Coordinator position and for providing ongoing technical assistance for the development and ongoing support of a statewide systems of care.

24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.

New establishment.

25. What is the function of the work area and how does this position fit into that function?

The work area includes the Emergency Preparedness, EMS and Systems of Care Bureau specifically the EMS and Systems of Care Division. The Division is responsible by statute to ensure the delivery of emergency care to Michigan residents this includes licensure of providers, agencies, equipment, the direction of emergency care and the development of an inclusive Systems of Care. This position will be vital in ensuring that the systems of care for time sensitive emergencies (trauma, stroke and STEMI) are integrated, operationalized, and meet the goal of providing safe effective care for patients with a traumatic injury, heart attack or stroke. They will serve as liaison between the regions and the State to ensure that the public health core measures are met (assessment, policy development and assurance). They will also ensure that the regions share best practices, new research, and have an understanding of state and national initiatives and priorities.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Possession of a bachelor's degree in any major.

EXPERIENCE:

Departmental Analyst 12

Three years of professional experience, including one year of experience equivalent to the experienced (P11) level in state service.

Alternate Education and Experience

Departmental Analyst 9 - 12

Educational level typically acquired through completion of high school and the equivalent of at least two years of full-time active-duty experience at or above the E-6 level in the uniformed services may be substituted for the education requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

As listed on the Civil Service job specification. In addition:

- Solid background in healthcare and health systems with an emphasis on trauma/stroke or STEMI care.
- Excellent written and oral communication skills, comfortable dealing with a range of professionals.
- Organized, able to multitask and shift priorities quickly and under some stress.
- Some public speaking helpful.
- Able to use MS Office software including Word, Excel and PowerPoint.
- Knowledge of project coordination, including time management, collaboration, leadership, working in groups.
- Strong administrative background.
- Working knowledge of Michigan's emergency medical services system including agencies, hospitals, Medical Control Authorities and personnel.

The MDHHS mission is to provide opportunities, services, and programs that promote a healthy, safe, and stable environment for residents to be self-sufficient. We are committed to ensuring a diverse workforce and a work environment whereby all employees are treated with dignity, respect and fairness.

CERTIFICATES, LICENSES, REGISTRATIONS:

Currently licensed as either pre-hospital provider (EMT, Paramedic) or Nurse. Current Michigan Driver license is preferred.

NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Supervisor

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

Indicate any exceptions or additions to the statements of employee or supervisors.

None.

I certify that the entries on these pages are accurate and complete.

LIBERTY IRWIN

5/14/2024

Appointing Authority

Date

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Employee

Date