



## **Baltimore City Fire Department Emergency Medical Services**

### **Contract Services Specialist/EMS Quality Assurance & Improvement**

#### **Position Overview**

The mission of the Quality Assurance/Improvement Office is to provide a systematic and organized process to audit and evaluate the EMS systems delivery of pre-hospital care. The Quality Improvement (QI) team works with the Medical Director, EMS Operations and the EMS Training staff to implement evidence based best practices to improve the delivery of pre-hospital patient care and patient outcomes.

#### **Responsibilities of the Position include but are not limited to:**

- Review electronic Patient Care Reports (ePCR) for quality and completion; provide appropriate feedback to improve provider's reports.
- Report Protocol violations, poor patient care and areas of concern to QA Officer.
- Assist the QA Captain with patient care data interpretation and analysis for overall system improvement.
- Assist in the implementation of the EMS quality assurance plan.
- Keep abreast of current Maryland Medical Protocols; Basic & Advanced Life Support.

#### **Applicants must have or be able to obtain the following knowledge, skills and abilities in the following areas:**

- Knowledge of EMS operations
- Knowledge of COMAR laws and ordinances as they relate to Quality Assurance
- Knowledge of BCFD rules and regulations
- Ability to communicate effectively
- Familiarity with Microsoft Office programs; Word, Excel, and databases
- Detail oriented
- Strong organizational skills
- Proficient typing skills

**Education and Experience Requirements:**

- Three years' experience as a CRT-I or Paramedic National Registry Paramedic (NRP); and a current NRP
- Must hold and maintain current Advance Life Support licensure as a Paramedic from the Maryland Institute for Emergency Medical Services Systems
- Advanced Cardiac Life Support (ACLS) certification
- Pediatric Advanced Life Support (PALS) certification

**Salary:** \$40,000 - \$50,000

The position of Contract Services Specialist/EMS Quality Assurance & Improvement will remain open until filled. Interested candidates should submit a statement of interest and resume, specifically addressing the applicant's qualifications, relevant experience; and other significant factors as outlined above. Candidates with relevant education and experience will be invited for an interview.

**Note:** Those eligible that are under final consideration for appointment to the positions in this class will be required to successfully complete a drug test and authorize the release of criminal conviction information.

**Application and Selection Process**

For additional information please contact Ms. Bobbie Ryer at:

City of Baltimore

Baltimore City Fire Department

401 E. Fayette Street, 6<sup>th</sup> Floor

Baltimore, Maryland 21202

E-mail resumes to [bobbie.ryer@baltimorecity.gov](mailto:bobbie.ryer@baltimorecity.gov)

**Baltimore City is an Equal Opportunity Employer  
and promotes diversity in the workplace**

**Stephanie Rawlings-Blake, Mayor**

**Mary H. Talley, HR Director**

**Niles R. Ford, PhD, Chief, Baltimore City Fire Department**