



GREEN LAKE COUNTY

571 County Road A, Green Lake, WI 54941

Original Post Date: 05/07/2021

Amended* Post Date: 5/12/2021

The following documents are included in the packet for the AdHoc Ambulance Committee on May 11, 2021:

- 1) Agenda
- 2) Minutes from May 4, 2021
- 3) ***EMS Coordinator Job Description Information**
- 4) AdHoc Ambulance Committee Chair Summary Working/Discussion Document



GREEN LAKE COUNTY OFFICE OF THE COUNTY CLERK

Elizabeth Otto
County Clerk

Office: 920-294-4005
FAX: 920-294-4009

AdHoc Ambulance Meeting

***Date: Tuesday, May 11, 2021 Time: 5:30 PM
Green Lake County Government Center,
County Board Room, 571 County Rd A, Green Lake WI***

Agenda

Committee Members

*Brian Floeter, Chair
Doug Vrechek, Vice
Chair
Joel Strahota
Kyle VanBuren
Evan
VandenLangenberg
Brian Bending
Kathy Jerome*

*Elizabeth Otto,
Secretary*

1. Call to Order
2. Certification of Open Meeting Law
3. Pledge of Allegiance
4. Approval of minutes: 05/04/2021
5. Public Comment
6. EMS Coordinator Job Duties
7. Discussion and Possible Action regarding Resolution to the Green Lake County Board
8. Future Meeting Dates
9. Future agenda items for action & discussion
10. Adjourn

A quorum of the Administrative Committee, Highway Committee and Finance Committee may be present at the AdHoc Ambulance Committee meeting. None of these committees will take any formal action at the meeting.

Due to the COVID-19 pandemic, this meeting will be conducted through in person attendance (6 ft. social distancing and face masks required) or audio/visual communication. Remote access can be obtained through the following link:

Topic: AdHoc Ambulance Meeting
Time: May 11, 2021 05:30 PM Central Time (US and Canada)

Join Zoom Meeting

<https://zoom.us/j/91667909894?pwd=aVI3M0lZOGh2aDI0ZDRCRFhRbExwQT09>

Meeting ID: 916 6790 9894
Passcode: 287152

Dial by your location

- +1 312 626 6799 US (Chicago)
- +1 929 436 2866 US (New York)
- +1 301 715 8592 US (Washington DC)

Please note: Meeting area is accessible to the physically disabled. Anyone planning to attend who needs visual or audio assistance, should contact the County Clerk's Office, 294-4005, not later than 3 days before date of the meeting.

AdHOC AMBULANCE COMMITTEE MEETING
May 4, 2021

The meeting of the AdHoc Ambulance Committee was called to order by Chair Brian Floeter at 5:30 PM on Tuesday, May 4, 2021 in the County Board Room and via Zoom format at the Green Lake County Government Center, Green Lake, WI. The requirements of the open meeting law were certified as being met. The Pledge of Allegiance was recited.

Present: Doug Vrecek
Evan Vandenlangenberg
Brian Bending
Brian Floeter
Kathy Jerome
Joel Strahota (Zoom – joined late)

Absent: Kyle VanBuren

Other County Employees Present: Liz Otto, County Clerk; Cathy Schmit, County Administrator (Zoom); Dave Abendroth, Supervisor #4; Gene Thom, Supervisor #19; Dennis Mulder, Supervisor #14, Bob Schweder, Supervisor #12, Charlie Wielgosh, Supervisor #7, Harley Reabe, County Board Chair

APPROVAL OF MINUTES: 04/27/2021

Motion/second (Bending/Vrecheck) to approve the minutes of the 04/27/2021 meeting as presented. Motion carried with no negative vote.

PUBLIC COMMENT – Mary Neubauer, Princeton City Administrator, gave clarification on the forms included in the packet with the assets and space availability in the City of Princeton.

UPDATED ASSET AND RENTAL SPACE AVAILABILITY RESPONSES

Chair Floeter stated that the City of Berlin’s response was now included in the packet.

DISCUSSION AND POSSIBLE ACTION REGARDING RESOLUTION TO THE GREEN LAKE COUNTY BOARD

Chair Floeter handed out a draft working/discussion document outlining recommendations from the committee regarding provider service agreements and establishment of county EMS services. ***Motion/second (VanBuren/Jerome)*** to suspend the rules and allow County Board supervisors present to speak. Motion carried with no negative vote. Discussion held.

Doug Vrecheck suggested incorporating the changes made to the document and bring back to the committee for review. County Administrator Cathy Schmit will provide job descriptions from other counties for an EMS Coordinator at the next meeting.

COMMITTEE DISCUSSION

Future meeting date: May 11, 2021 @ 5:30 PM

Future agenda items: EMS Coordinator position job duties, review of committee recommendations document

ADJOURNMENT

Chair Floeter adjourned the meeting a 7:25 PM.

Submitted by,

Liz Otto
County Clerk

From: [Otto, Liz](#)
To: [Stobbe, Samantha](#)
Subject: FW: Ambulance committee
Date: Wednesday, May 12, 2021 9:22:04 AM

This should probably be added to the packet from last night. It was handed out to the committee and others.

Liz Otto
Green Lake County Clerk
571 County Road A
Green Lake, WI 54941
PH: 920.294.4010
FAX: 920.294.4009

From: Doug Vrechek <doug.vrechek@gmail.com>
Sent: Sunday, May 9, 2021 5:57 PM
To: Otto, Liz <lotto@co.green-lake.wi.us>
Subject: Ambulance committee

Liz, I understand that I need to email you this list, to get it distributed to the committee.
Thanks.

Committee members, below is the rough draft of what I foresee are the responsibilities of the county in the management of the ambulance contracts, with rough estimates of how much time each will take. This is for discussion only.

- * Review yearly contract for adherence.....12 hours per year
- * Review proposed contract changes, prepare correspondence for county board.....8 hours per year
- * Review monthly submitted cost/revenue submittals for payment/compliance.....6 hours per month
- * Settle disputes, bring disputes to county board.....average 6 hours per year
- * Develop budget, submit overruns/submitsunder runs.....8 hours per year

thanks,

Doug Vrechek

Schmit, Cathy

From: Holman, Chris <holmanc@co.portage.wi.us>
Sent: Thursday, May 6, 2021 10:20 AM
To: Schmit, Cathy
Subject: EMS Coordinator Job Description
Attachments: 230000004 EMS Coordinator- final 08.31.20.docx

Cathy,

Waiting on a few answers to your other questions, but this is the job description I changed and we recently hired for.

Chris

Chris Holman
Portage County Executive
1462 Strongs Avenue
Stevens Point, WI 54481
Phone: (715) 346-1997

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PORTAGE COUNTY POSITION DESCRIPTION

Name: _____ Position No: 230000004
Classification Title: Emergency Medical Services Coordinator Grade: 24E
Department: Sheriff's Office
FLSA Status: Exempt
Regular Hours: 40 hours/week – 8:00 am to 4:30 pm

Position Summary:

This position coordinates emergency medical services activities of the pre-hospital emergency health care services system for the countywide Emergency Medical Services (EMS) system in Portage County. Under the direction of the Portage County Sheriff or designee and in collaboration with the County's Medical Director, Finance Department, and service providers, this position provides administrative support, coordination, technical assistance, and outreach to the service providers and pre-hospital EMS providers of Portage County to help ensure quality patient care and service.

The most qualified candidate for this role will have experience assisting others within a customer service environment. This position also requires exceptional verbal, written and communication skills. The person serving in this position must be reliable, flexible, people-oriented, friendly, patient, fast learning, quick thinking, and able to illustrate initiative and personal responsibility. A high-quality productivity level within a fast-paced environment is a necessity. To be a successful EMS Coordinator, you will need to be able to work against deadlines, coordinate special projects and deal with a diverse group of important external and internal contacts at all levels of various organizations. Independent judgement is required to plan, prioritize and organize a diversified workload.

ESSENTIAL FUNCTIONS:

Coordination and Outreach with Service Providers

1. Work with all stakeholders in the EMS system for planning, implementation and evaluation of the EMS strategic plan goals.
2. Administers and monitors the EMS provider service agreements and suggests revisions as necessary.
3. Assist in ensuring Mutual Aid Agreement compliance between Portage County and other area EMS providers.
4. Assists with the development and implementation of policies and procedures related to emergency medical services.
5. Work directly with the County's Medical Director and service providers to update and maintain EMS medical protocols for all pre-hospital EMS providers.
6. Coordinate process improvement for multi-casualty, multi-agency incidents. Develop and monitor corrective action plans with service providers.
7. Collaborate with EMS service providers to develop, implement, and monitor ambulance service provider performance benchmarks.

8. Facilitate EMS public information and education including EMS Special Events and activities.
9. Help facilitate recruitment, retention, and support of EMS group efforts.
10. Assist the service providers in the management of licensing and recertification.
11. Attend EMS Association meetings.
12. Provide a strong working relationship with EMS Providers and EMS interests locally and statewide.

Administrative and Technical Assistance for EMS System

1. Utilizing patient data from ambulance providers, collect, and analyze data to objectively measure system performance.
2. Review pre-hospital care reports or equivalent for quality assurance (QA) and continuous quality improvement (CQI) purposes. Utilize the QA and CQI processes used by Portage County Ambulance service providers.
3. Submit patient care data or equivalent and other data to fulfill research criteria.
4. Produce and present EMS reports for EMS service providers, committees and boards.
5. Coordinate/provide staff support to EMS related meetings by preparing agendas, minutes, and meeting notes (e.g. EMS Technical Team, Service Directors Meeting)
6. Coordinates EMS billing and collection activities with a contracted billing provider. Acts as the liaison between the billing provider and the EMS providers to ensure the necessary information is provided for billing and collection purposes.
7. Prepares invoices as needed for EMS customers and reviews accounts receivable balances and follows up on accounts.
8. Reconciles monthly patient billing for EMS services from provider records to the contracted billing services reports, along with processing patient refunds and requesting write offs for uncollectible accounts.
9. Prepares and analyzes statistical and financial data from patient accounts receivable reports, and reviews activity for payor source, financial, and user trends. Reviews and recommends billing rates for EMS services.
10. Administer the annual Emergency Medical Responder Incentive grants, including approving applications, offering technical assistance, tracking completion of requirements, and final reimbursements to the EMR groups.
11. Assists in the preparation and development of the annual EMS budget, along with the preparation of the EMS capital plan and budget. Monitors and reviews the EMS budget to identify emerging financial issues, revenue shortfalls, or expenditure overruns.
12. Reviews and processes purchase requests from EMS providers for supplies and operating materials.
13. Responsible for maintaining equipment and vehicle listing and ensuring appropriate maintenance is performed in cooperation with the EMS providers and engaging in maintenance agreements when necessary.

14. Act as EMS Liaison during Emergency Operations Center activations and support the incident command system by assuming responsibility for any EMS group, division, or branch as needed, or any component thereof.
15. Other duties as may be assigned by the Sheriff or designee.

Non-Essential Functions

1. In the event of a disaster may be required to assist with relief efforts.
2. In the event of system need, may be required to assist with EMS efforts.
3. Support County EMS committees, boards, and other governing bodies.
4. Prepare reports as needed and requested.
5. Coordinate and participate in educational programs for pre-hospital providers.

KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of emergency medical services systems.
- Good time management skills to plan and prioritize workload and demands.
- Build strong relationships with all customers and retain their confidence and respect.
- Customer focused and an active listener who consistently delivers on commitments within deadlines.
- Effective written and verbal communication skills with careful attention to detail.
- Strong interpersonal skills and strong sense of personal accountability.
- Ability to work within a data driven organization, particularly with respect to the ability to solve complex problems and issues in a pragmatic way.
- Ability to function effectively in a fast paced and changing environment with multiple priorities and objectives.
- Flexible, self-driven, resourceful, work at several tasks simultaneously, astute, work independently, work under pressure, results oriented.
- Ability to maintain confidentiality in accordance with state and federal laws (HIPAA).
- Ability to learn information technology systems, data entry systems, and related programs including financial records, purchasing functions, county e-mail, etc.
- Knowledge of Microsoft Office products.
- Ability to communicate effectively by telephone, in writing, and/or in-person with various individuals, boards, and committees.
- Skills in modern office procedures and standards.
- Knowledge of basic office equipment.
- Ability to read, write, and speak the English language.
- Ability to understand and interpret complex contract language.
- Ability to analyze data and formulate direction for improvement, change, or modification of existing systems.
- Ability to maintain regular, consistent, and reliable attendance.
- Ability to maintain strong working relationships.
- Working knowledge of summary statistics required and knowledge of inferential statistics desired.
- Ability to pay close attention to detail as required for data entry and data analysis.

MINIMUM QUALIFICATIONS - EDUCATION AND EXPERIENCE:

- Associates degree required. Bachelor of Science degree in Public Safety, Public Administration, or a health-related field preferred.
- Knowledge of EMS systems, functions, and operations.
- Experience with contract administration preferred.
- Experience with personal computer operations, Windows operating systems, statistical analysis and general office duties and functions.
- Valid driver's license and access to an insured vehicle.
- Any combination of education, training, and experience which provided equivalent knowledge, skills, and abilities.

Physical Requirements:

- Frequent repetitive movement of arm and neck while answering telephone.
- Word-processing/Typing/Data Entry - Frequent sitting at desk; Filing/photocopying - bending, crouching, stooping or kneeling, infrequent lifting of +10 pounds
- Maintaining document/map storage - frequent bending, crouching, stooping or kneeling, frequent lifting above waist and shoulders, infrequent lifting of +10 pounds.
- Frequent repetitive movement of arms, hands and neck while working at computer station.
- Intermittent standing, walking and sitting; repetitive arm movement; bending, crouching, stooping or kneeling may be involved in retrieving, photocopying, or maintaining documentation needed in performance of job duties.
- Lengthy periods of sitting and writing.
- Walking, standing, and infrequent lifting of +10 pounds.
- Bending, crouching, stooping or kneeling to retrieve information from files or cabinets.
- Frequent sitting at computer terminal or desk while typing, writing, or preparing information as necessary in performance of job duties.

Due to the nature of the duties placed on law enforcement agencies, all employees may be required to work outside of scheduled shifts and be called in to work on scheduled days off, due to staffing shortages, natural or man-made disasters, or other emergencies.

Blood-Borne Pathogens Category

This position is in the no exposure category for blood-borne pathogens and will follow all recommended training and procedures for this category.

This position description should not be interpreted as all inclusive. It is intended to identify the major responsibilities and requirements of the job. The incumbents may be requested to perform job-related responsibilities and tasks other than those stated on this description.

This position description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Portage County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodations to qualified individuals

with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Employee Signature

Date

Supervisor Signature

Date

Department Head Signature

Date

Revised: 08.31.20

Schmit, Cathy

Waushara County

From: Brian Donaldson <Brian.Donaldson@co.waushara.wi.us>
Sent: Thursday, May 6, 2021 1:38 PM
To: Schmit, Cathy
Subject: RE: EMS Director Job Description
Attachments: Shift Chief 2021.doc; Chief 2021.doc

Cathy,

I am attaching our Chief and Shift Chief position descriptions as both were recently updated. We are currently in the process of hiring 3 Shift Chiefs to assist with sharing some administrative duties and to provide more direct oversight of our clinicians.

The business of paramedicine is increasingly complex, so even in agencies much smaller than ours the leadership position is typically full-time. In our setting I am expected to participate in many committees, work groups, and task forces, so to be assigned to a truck on any sort of regular basis would be a near impossibility. As for responding to calls, I make every effort to get out on calls occasionally to observe the crews and offer guidance when possible. One of the battles we fight in our industry is the practice of promoting our best clinicians to leadership roles; a practice similar to promoting the mail room worker to Postmaster General. That's why you'll see the requirements in our position descriptions related to leadership specific education and credentialing. I just returned from Atlanta where I spoke to paramedicine leaders from across Georgia about some of these same topics.

Let me know if I can be of further assistance.

Regards,

Brian A. Donaldson, CCP, ASM

Chief of Paramedic Services (EMS)
Waushara County, Wisconsin
PO Box 341 ~ Wautoma, WI 54982
Telephone 920.787.6531
Facsimile 920.787.0423
www.co.waushara.wi.us
Pronouns: he, him, his

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From: Schmit, Cathy [mailto:cschmit@co.green-lake.wi.us]
Sent: Wednesday, May 5, 2021 12:59 PM
To: Brian Donaldson <Brian.Donaldson@co.waushara.wi.us>
Subject: EMS Director Job Description

[NOTICE: This message originated outside of the Waushara County mail system -- DO NOT CLICK on links or open attachments unless you are sure the content is safe.]

Hi Brian,

WAUSHARA COUNTY
POSITION DESCRIPTION

TITLE: Chief

LEVEL: D

DEPARTMENT: Emergency Medical Services (Paramedic Services)

DATE: April 2021

FUNCTION:

The Chief of Emergency Medical (Paramedic) Services is a direct report to the County Administrator. The Chief ensures that the citizens of, and visitors to, the primary service area are provided timely, safe, and competent medical services and clinical personnel are prepared for any such service delivery with proper deployment, response, education, training and planning.

The Chief's primary responsibilities are ensuring the fiscal, operational, and logistical needs of the department are adequately addressed and that 24 hour operations are conducted in a safe, competent, and sustainable manner. The Chief must have clinical expertise, but does not typically function as a clinician, except at such times as responding to scenes to assist other resources, evaluate other clinicians, or first responding to incidents as may be prudent. The Chief's position requires working 8-10 hour shifts on most weekdays with occasional shifts on recognized holidays and weekends, but must be available by telephone or other means of electronic communications at times outside of scheduled shifts.

The Shift Chiefs, Billing Specialist, and Administrative Assistant will be considered as direct reports to the Chief. The Chief is ultimately responsible for ensuring the daily operations, strategic management, and all other aspects of the department.

MAJOR RESPONSIBILITIES:

1. The strategic management of the Emergency Medical (Paramedic) Services department.
 - A. Ensures compliance with all local, State, and Federal rules and statutes as they relate to the department.
 - B. Ensures clinical practice guidelines are adequate and revised to reflect current standards of care and existing bodies of evidence.
 - C. Ensures the department's operational plan reflects current needs and practices, is filed with the State as required, and is approved by the State.
 - D. Ensures the department's education and training is adequate to meet the needs of the department and those served by the department.
 - E. Ensures the department structures, fleet, medical equipment, supplies, and other department needs are maintained and replaced in a timely and cost-effective manner.
 - F. Ensures public education and community relations are fostering a positive public opinion.
 - G. Ensures the recruitment, hiring, onboarding, and orientation all departmental personnel meets the needs of the department and the personnel.
 - H. Ensures oversight, counseling, and discipline of all personnel within the department as required.
 - I. Ensures personnel scheduling meets the needs of the department and those served by the department.
 - J. Ensures appropriate support is provided on large or extended incidents by employing the appropriate Incident Command System or National Incident Management System strategies.

**Chief
Emergency Medical Services
Page 2**

- K. Ensures that all business functions including billing, collections, medical records maintenance, and all others are conducted in accordance with industry best practices and in compliance with all applicable local, State, and Federal rules and statutes.
 - L. Ensures and maintains the integral working relationship with the Physician Medical Director.
 - M. Assists Corporation Counsel in obtaining and maintaining contracts for Physician Medical Director services.
 - N. Assists Corporation Counsel in obtaining and maintaining contracts related to receiving or providing goods or services with various governmental and non-governmental entities.
 - O. Ensures and maintains a good working relationship with the leadership of the local bargaining unit representing the department's clinicians.
 - P. Ensures a good working relationship with area hospitals, clinics, healthcare systems, and other stakeholders of the department's.
 - Q. Participates in committee, task force, and other functions as required or assigned.
 - R. Coordinates with, and maintains good working relationships with, all other County departments and their leadership.
2. Other duties as assigned by the County Administrator.

WORKING ELEMENTS:

A. Education, Training and Experience

Must possess a valid Wisconsin Driver License with acceptable driving record.

Minimum of 2 years of college education in healthcare administration, emergency services management, business management, public administration, or related field is required with an associate, bachelor's, or graduate degree preferred.

A minimum of 10 years of verifiable paramedicine or public safety experience along with a minimum of 5 years of formal leadership experience is required with public sector experience preferred. A minimum of 3 years of experience providing education or training is preferred.

Professional credentialing at the level of Ambulance Service Manager (ASM) of the American Ambulance Association, or Supervising Paramedic Officer (SPO), Managing Paramedic Officer (MPO), or Fellow (FACPE) of the American College of Paramedic Executives or obtain one of these credentials within 24 months of hire.

Must possess above average written and verbal technical communications skills.

Must be proficient in the use of a computer, tablet, and smartphone and the use of common software and applications.

**Chief
Emergency Medical Services
Page 3**

A. Education, Training and Experience (cont.)

Must possess a minimum of the three following certifications and licenses: Wisconsin Paramedic, or Wisconsin Paramedic with Critical Care Endorsement, or be eligible for reciprocity at either license level, plus possess BLS-Healthcare Provider, and Advanced Cardiac Life Support (ACLS) or ACLS for the Experienced Provider.

B. Knowledge, Ability and Skills:

Ability to supervise and help clinical personnel find and maintain motivation

Communicate effectively with public and personnel.

Basic knowledge of functions of Local, State, and Federal governments

Ability to perform a variety of duties, follow instructions, maintain self-motivation, and easily adapt to new situations.

Be congenial to the public at all times helping to build respect for and confidence in the department.

Knowledge of computers, scheduling, payroll, ambulance billing and collection procedures, and other business functions.

C. Physical Demands:

The physical demands described here are representative of those that must be met to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to reach with hands and arms and talk and hear.

The employee frequently is required to stand, walk, sit, use hands to handle and/or feel objects, tools or controls; and stoop, kneel, crouch or crawl. The employee must regularly lift and/or move up to 50 pounds, frequently lift and/or move up to 100 pounds, and occasionally lift and/or move more than 125 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, the ability to adjust focus and correctable to 20/20 or better.

Must be able to pass a complete medical and physical screening and drug screening.

D. Working Conditions

The work environment characteristics described here are representative of those an employee may encounter while performing time essential functions of this job.

D. Working Conditions (cont.)

While performing the duties of the job, the employee occasionally works near moving mechanical parts and is occasionally exposed to wet and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals, outside weather conditions, extreme cold, extreme heat, and risk of electrical shock and risk of radiation.

The noise level in the work environment is usually loud.

The employee is also required to wear personal protective equipment (PPE) as indicated in the blood borne pathogen requirements for Waushara County, applicable Clinical Practice Guidelines, or Standard Operating Guidelines.

WAUSHARA COUNTY

POSITION DESCRIPTION

TITLE: Shift Chief

LEVEL: F

DEPARTMENT: Emergency Medical Services (Paramedic Services)

DATE: April 2021

FUNCTION:

Assist the Chief of Emergency Medical (Paramedic) Services to ensure that the citizens of, and visitors to, the primary service area are provided timely, safe, and competent medical services and clinical personnel are prepared for any such service delivery with proper deployment, response, education, training and planning. In the absence of the Chief, the Shift Chief shall perform all necessary functions and duties of the Chief in a manner ensuring department operations until the return of the Chief.

The Shift Chief will respond, as part of an assigned ambulance crew, to requests for service as they are assigned throughout the typical 24 hour work shift. The Shift Chief's position requires working 24 hour shifts on a scheduled rotation, such rotation being identical to that outlined in the contract between the County and the local bargaining unit, although this position is an exempt position and outside of the bargaining unit contract.

Full-time clinical personnel assigned to the Shift Chief's rotation will be considered as direct reports to that Shift Chief and part-time clinical personnel will be a direct report to one of the Shift Chiefs as assigned by the Chief. The Shift Chief will be responsible for the daily operations of their assigned shift and for the direct supervision of all full-time clinical personnel assigned to their shift or those part-time clinical personnel assigned to them.

ADDITIONAL RESPONSIBILITIES:

1. Respond to 911 and interfacility requests for service as a crew member of an ambulance as assigned.
2. Provide operational direction to all clinical personnel on the assigned shift.
3. Assist in filling the administrative roles of the Chief in their absence.
4. Make recommendations to the Chief regarding matters of fiscal, operational, and clinical concern.
5. Assist in the development of the operational plan for the State of Wisconsin, Bureau of EMS.
6. Research and recommend to the Chief the acquisition of supplies, equipment, software, hardware, and other items or services beneficial to the operations of the department.
7. Research and recommend to the Chief alternative funding sources available to, and potentially beneficial to, operations of the department.
8. Attend education and training as assigned.
9. Act as a liaison with the Law Enforcement agencies, Communications Centers, Fire Departments, First Responder agencies, Hospitals, Healthcare Systems, and other stakeholders working within the primary service area.
10. Attend board, committee, and task force meetings as assigned.
11. Coordinate with the Billing Specialist and Administrative Assistant to ensure clinical personnel are adequately supporting the department's administrative functions.
12. Review the patient care and documentation of those clinical personnel assigned to their shift.
13. Assist in the development, coordination, and delivery of public educations and public relations programs within the primary service area.

ADDITIONAL RESPONSIBILITIES (CONT.):

14. Assist in the coordination of the fleet preventive maintenance program and address fleet maintenance issues as they may arise, scheduling maintenance repairs, oil changes, etc.
15. Assist with the development, coordination, and delivery of continuing professional education for clinical personnel and with the compliance auditing of education, training, and certification of those clinical personnel assigned to them.
16. Assist in the development of, and ensure the proper use of, electronic patient care reporting software.
17. Assist with the development and implementation of standard operating guidelines.
18. Assist with personnel recruitment, hiring, onboarding, and orientation.
19. Conduct or assist with the counseling of clinical personnel and the development of plans of corrective action for personnel in need of remediation.
20. Independently initiate disciplinary action against subordinate personnel, including termination of employment, as warranted.
21. Assist with inventory control functions and the ordering of supplies.
22. Assist with the development, coordination, and implementation of medical equipment preventive maintenance.
23. Assist with the development of fleet specifications, bid procurement, purchasing, and readying fleet vehicles for service.
24. Assist with the readying for sale and the sale of retired fleet vehicles.
25. Assist with clinical personnel scheduling, time off request processing, and payroll processing.
26. Assist with the compilation of operational and financial data and the reporting thereof.
27. Assist with ongoing quality assurance and quality improvement initiatives.
28. Assist with clinical practice guideline review and recommend to the Chief any needed additions, deletions, or amendments.
29. Assist the Physician Medical Director with ensuring all clinical needs of the department are met to ensure the highest quality patient care is consistently achieved.
30. Assist with providing social media and website content to the Chief.
31. Assist with the maintenance of HIIPA compliant activities.
32. Participate in daily crew briefings on days of assigned duty shifts.
33. Project and maintain a positive professional image for the department and Waushara County government.
34. Other duties as assigned by the Chief or County Administrator.

WORKING ELEMENTS:

A. Education, Training and Experience

Must possess a valid Wisconsin Driver License with acceptable driving record.

Minimum of 2 years of college education in healthcare administration, emergency services management, business management, public administration, or related field is required with an associate, bachelor's, or graduate degree preferred.

Shift Chief
Emergency Medical Services
Page 3

A. Education, Training and Experience (cont.)

A minimum of 6 years of verifiable paramedicine or public safety experience along with a minimum of 3 years of formal leadership experience is required. A minimum of 3 years of experience providing education or training is preferred.

Professional credentialing at the level of Ambulance Service Manager (ASM) of the American Ambulance Association, or Supervising Paramedic Officer (SPO), Managing Paramedic Officer (MPO), or Fellow (FACPE) of the American College of Paramedic Executives or obtain one of these credentials within 24 months of hire.

Must possess above average written and verbal technical communications skills.

Must be proficient in the use of a computer, tablet, and smartphone and the use of common software and applications.

Must possess a minimum of the three following certifications and licenses: Wisconsin Paramedic, or Wisconsin Paramedic with Critical Care Endorsement, or be eligible for reciprocity at either license level, plus possess BLS-Healthcare Provider, and Advanced Cardiac Life Support (ACLS) or ACLS for the Experienced Provider.

B. Knowledge, Ability and Skills

Ability to supervise and help clinical personnel find and maintain motivation

Communicate effectively with public and personnel.

Basic knowledge of functions of Local, State, and Federal governments

Ability to perform a variety of duties, follow instructions, maintain self-motivation, and easily adapt to new situations.

Be congenial to the public at all times helping to build respect for and confidence in the department.

Knowledge of computers, scheduling, payroll, ambulance billing and collection procedures, and other business functions.

C. Physical Demands

The physical demands described here are representative of those that must be met to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to reach with hands and arms and talk and hear.

C. Physical Demands (cont.)

The employee frequently is required to stand, walk, sit, use hands to handle and/or feel objects, tools or controls; and stoop, kneel, crouch or crawl. The employee must regularly lift and/or move up to 50 pounds, frequently lift and/or move up to 100 pounds, and occasionally lift and/or move more than 125 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, the ability to adjust focus and correctable to 20/20 or better.

Must be able to pass a complete medical and physical screening and drug screening.

D. Working Conditions

The work environment characteristics described here are representative of those an employee may encounter while performing time essential functions of this job.

While performing the duties of the job, the employee occasionally works near moving mechanical parts and is occasionally exposed to wet and/or humid conditions, fumes or airborne particles, toxic or caustic

chemicals, outside weather conditions, extreme cold, extreme heat, and risk of electrical shock and risk of radiation.

The noise level in the work environment is usually loud.

The employee is also required to wear personal protective equipment (PPE) as indicated in the blood borne pathogen requirements for Waushara County, applicable Clinical Practice Guidelines, or Standard Operating Guidelines.

Schmit, Cathy

Door County

From: PABICH, KEN <kpabich@co.door.wi.us>
Sent: Thursday, May 6, 2021 7:26 AM
To: Schmit, Cathy
Subject: RE: Ambulance Service Director Job Description
Attachments: Emergency Services Director.pdf

Hi Cathy –

I attached the job description. We have a County wide EMS program that is run by the County and it outside the levy limits. It is a full time position. We have:

Director
(2) Captains
(18) Paramedics (represented)
(~75) EMTs (this are part time and only used as needed)

I would say it is rare that the Director would take a call when fully staffed; however, right now we are down a captain and we have been swamped with calls so I know this month the Director as been on multiple calls.

Let me know if you need anything else.

Ken

KEN PABICH | COUNTY ADMINISTRATOR
Door County Administrator's Office | 421 Nebraska Street | Sturgeon Bay, WI 54235
920-746-2552 | Website: www.co.door.wi.us | Email: kpabich@co.door.wi.us

From: Schmit, Cathy <cschmit@co.green-lake.wi.us>
Sent: Wednesday, May 5, 2021 12:53 PM
To: PABICH, KEN <kpabich@co.door.wi.us>
Subject: Ambulance Service Director Job Description

Hi Ken,

Could you please provide me a copy of your Ambulance/EMS Director's job description?

Can you tell me if this is a FT position? Does your EMS Director actively take shifts to respond to EMS calls upon occasion?

Thanks so much for your help!

County of Door Emergency Services Director

Job Title	Emergency Services Director	Last Revision	10/07/2015
Department	Emergency Services	HR Reviewed	03/01/2018
Division		Employee Group	General Municipal Employee
Report To	County Administrator	FLSA Status	Exempt
Pay Grade	N	EEO Code	02 – Professional

General Summary

The Emergency Services Director is responsible to plan, organize, implement, administer and manage operations and programs in the Door County Emergency Services Department. The Emergency Services Director shall assign and direct subordinates, ensuring all policies, rules, regulations, orders, procedures and directives are enforced and implemented. He or she shall make final decisions or recommendations in the hiring, promotion, transfer, discipline or discharge of department employees in accordance with the Emergency Services Department and County Policies and Procedures, and State of Wisconsin laws, rules and regulations pertaining to emergency management and emergency medical services operations.

This position requires the ability to exercise independent judgment in meeting numerous, varied emergency situations and knowledge of existing laws, regulations, and policies in both Emergency Medical Services as well as Wisconsin Emergency Management and FEMA regulations. In time of disaster this position will make major decisions that will include potential liability, financial and employment ramifications for the County.

Duties and Responsibilities

Essential Functions – Emergency Medical Services

1. Plan, organize, implement, administer and manage the entire Emergency Services Department. The Department has three primary stations – South, Central and North.
2. Develop and implement a fiscal plan to account for stable and consistent departmental expenditures; and for the replacement of capital assets to include vehicles as well as medical equipment.
3. Responsible for purchasing and maintaining adequate inventory of department supplies and requisitions, purchases supplies and equipment and maintains adequate inventory.
4. Prepare and present annual budget to appropriate committees and County Board. Compile a variety of monthly and yearly reports for Emergency Medical Services (EMS) for County, State and Federal government reporting.
5. Director is responsible for working with the oversight Committee(s) and Administration on units' employment contract.
6. Ensure that staff are properly trained and follow department policy.
7. Responds to emergency calls for medical help, hazardous material spills, natural or man-made disasters.
8. Work with the Director of Emergency Management / Communications on emergency preparedness and also communication requirements.
9. Facilitate effective relationships between law enforcement, fire departments, Emergency Management, Health department and volunteer organizations active in disaster services. Maintain professional working relationships with officials and all appropriate agencies.

County of Door

Emergency Services Director

10. Work with the Medical Director and Hospital to ensure policy is followed and that proper care is provided.
11. Oversees contracts and/or agreements with local municipalities for ambulance and supplies.
12. Provides medical protocols to local first response groups and acts as a resource to groups.
13. Provide truthful and accurate written and verbal communications.

General Job Functions

1. Work with Department Captains to ensure proper staffing and operations occur during regular or special events.
2. Responsible for department employees training and provide quality care of the sick and injured.
3. Responsible for public relations for the department in the community providing information to the public so they understand of roles and responsibilities of the EMS/EM department.
4. Attends area, State and Federal training programs and meetings.

Requirements

Training and Experience

1. Bachelor's degree in Business Management, Public Administration or a closely related field from an accredited university or college or commensurate years of directly related work experience along with training and education may be considered.
2. Licensed Paramedic in the State of Wisconsin preferred.
3. A minimum of four (4) to six (6) years of experience as a supervisor strongly preferred.
4. Five (5) or more years' experience in emergency medical care.
5. Experience with Emergency Management and the development of plans required to address special events or emergency situations.
6. Current valid Wisconsin driver's license required.

Knowledge, Skills, and Abilities Required

1. Considerable knowledge of all aspects of emergency medicine and emergency management activities.
2. Knowledge of emergency pre-hospital medical treatment procedures and practices.
3. Working knowledge of bookkeeping practices, Medicare, Badger Care and insurance programs.
4. Capable of remaining calm and effective in emergency situations. Ability to deal with emotions of others and show compassion.
5. Ability to evaluate maintenance programs for equipment and training. And ability to maintain and control inventory of supplies.
6. Ability to read, comprehend, and communicate, both verbally and in writing as well as effectively administer by written, and verbal communications.
7. Ability to use tact and courtesy in maintaining an effective working relationship with department employees, county supervisors, county officials, and general public.

Physical & Working Conditions

It is the duty of Paramedics to provide emergency medical treatment in all circumstances. Must be able to lift up to 100 lbs. with assistance, effectively perform in all types of weather and environments; interact

County of Door
Emergency Services Director


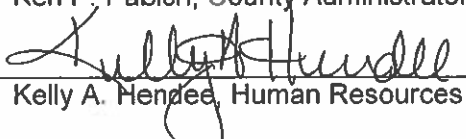
ambulance in heavy traffic or on wet and slippery roads; be present at fires, toxic spills, car accidents involving bodily harm. This position may place Paramedics in many dangerous and hazardous situations.

Extreme caution and use of proven precautionary safety and work methods must be used to avoid injury or harm to self. Working "on-call" may be disruptive to domestic relationships and planning off duty time.

In an effort to provide for continuity of County government and to cope with the problems of the emergency, you may be required to work during a proclaimed state of emergency, consistent with Sec 323.14 Wis. Stats. and County emergency management plans and programs.

The above is intended to describe the general content of the requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements. They may be subject to change at any time due to reasonable accommodation or other reasons.

Approvals:

 _____ Ken P. Pabich, County Administrator	3/13/18 _____ Date
 _____ Kelly A. Hendee, Human Resources Director	3/13/18 _____ Date

Marquette County

Schmit, Cathy

From: Gary Sorensen <gsorensen@co.marquette.wi.us>
Sent: Wednesday, May 5, 2021 3:45 PM
To: Schmit, Cathy
Subject: RE: EMS Director Job Description
Attachments: EMS Director 2021.docx; Asst. Director 2021 job description updated.docx; shift leader 2021.docx

Hi Cathy,

I've attached the EMS Director job description. Also attached please find the job description for the Assistant EMS Director (position just approved, recruiting for it now) and for the three Shift Leader positions in the WPPA union. Other full-time Paramedics and EMTs are in the union as well. Given the EMS has grown to 26 FTE we felt an Assistant EMS Director position is now justified considering the employees below that level are unionized – a lot to manage. This has become quite expensive.

The Director position is full-time. The Director and new Assistant will respond to calls on occasion, but scheduling to a full 24 hour shift would be rare. The situation would be similar to the Sheriff or Chief Deputy responding to a serious crime or major traffic accident if short-handed at the time or in a good position to pitch-in due to proximity.

Best regards,

Gary Sorensen
Marquette County Administrative Coordinator
PO Box 129, 77 W. Park St., Room 101
Montello, WI 53949

Office: 608-297-3001
Cell: 608-297-1005
Fax: 608-297-7606

From: Schmit, Cathy <cschmit@co.green-lake.wi.us>
Sent: Wednesday, May 5, 2021 12:50 PM
To: Gary Sorensen <gsorensen@co.marquette.wi.us>
Subject: EMS Director Job Description

Hi Gary,

Could you please provide me a copy of your EMS Director's job description?

Can you tell me if this is a FT position? Does your EMS Director actively take shifts to respond to EMS calls upon occasion?

Thanks so much for your help!

MARQUETTE COUNTY JOB DESCRIPTION

POSITION: Shift Leader

DEPARTMENT: Emergency Medical Services	JOB STATUS: Full Time
SUPERVISOR: EMS Director	PAY CLASSIFICATION:
APPROVED BY:	DATE APPROVED:

SUMMARY:

Provide emergency medical care to sick and injured patients including transportation to a hospital as needed. Oversee the operations including but not limited to QA of calls, scheduling, daily crew tasks, training responsibilities of staff and other tasks as directed by the EMS Director.

QUALIFICATIONS

EDUCATION: State of Wisconsin licensed Emergency Medical Technician - Paramedic Certification.

EXPERIENCE / JOB KNOWLEDGE: Minimum of five years of experience in emergency medical services operations.

CERTIFICATES, LICENSES, REGISTRATIONS: Current Paramedic license with current CPR, ACLS and PALS. Valid Wisconsin driver's license.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- ✓ Conduct daily skill enhancement sessions for the ambulance crews, recording the data and forward the same to the EMS office.
- ✓ Maintains EMS vehicles, supplies and equipment. Keeps the ambulance clean inside and out. Oversees all equipment charged, batteries current and oxygen tanks filled to appropriate levels.
- ✓ Monitors communication equipment and its capabilities in maintaining contact with dispatch.
- ✓ Determines nature or extent of illness or injury and establishes treatment procedures to be followed or the need for additional resources based on surveying the scene and victims.
- ✓ Perform the functions as an Emergency Medical Technician when needed.
- ✓ Assists medical personnel in an emergency treatment facility as needed.
- ✓ Attends meetings scheduled by director and forwards documents to office for recording.

- ✓ Oversee cleaning of the stations, vehicles and equipment.

OTHER SKILLS AND ABILITIES:

- Computer skills such as word processing (Microsoft Word), spreadsheets and data entry are required.
- Knowledge of territory within the service area.
- Knowledge of the traffic ordinances and laws pertaining to the operation of Emergency Medical Services and to the operation of the ambulance.
- Knowledge of EMS equipment and protocols.
- Knowledge of scheduling.

LANGUAGE SKILLS:

- Ability to read and interpret safety rules, operating and maintenance instructions and procedure manuals.
- Ability to write routine reports and correspondence.
- Ability to speak effectively before groups of customers or employees of an organization.

MATHEMATICAL SKILLS:

- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
- Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY:

- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with abstract and concrete variables.

RESPONSIBILITY

SUPERVISORY:

- ✓ Oversees daily operations while responding to calls to assist ambulance crews.
- ✓ Provide lead support to ambulance crews and forward any concerns to the director.
- ✓ Refers complaints from the staff to the Director.

ADMINISTRATIVE: Responsible for giving technical advice and guidance to crew on relatively complex functions.

PUBLIC / CUSTOMER RELATIONS: Requires frequent interaction with public to gather information and determine needs or issues.

GOVERNMENT RELATIONS: Build a working relationship with emergency services

SAFETY OF OTHERS: Responsible for following established safety regulations.

COMPLEXITY OF DUTIES AND IMPACT OF DECISIONS: Requires good judgment and analysis of data.

WORKING CONDITIONS

ENVIRONMENTAL:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the employee occasionally works near moving mechanical parts and traffic. Is occasionally exposed to wet and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals, outside weather conditions, extreme cold, extreme heat, and risk of electrical shock.

The noise level in the work environment is usually loud.

Blood borne pathogen exposure for this position is considered high.

PHYSICAL DEMANDS / HAZARDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is regularly required to reach with hands and arms; and talk and hear. The employee frequently is required to stand, walk, sit, use hands to finger, handle and/or feel objects, tools or controls, stoop, kneel crawl and crouch.

The employee must regularly lift and/or move up to 50 pounds, frequently lift and/or move up to 100 pounds, and occasionally lift and/or move more than 100 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision and the ability to adjust focus.

MARQUETTE COUNTY JOB DESCRIPTION

POSITION: Emergency Medical Services Assistant Director

DEPARTMENT: Emergency Medical Services	JOB STATUS: Full-time Salaried Exempt
SUPERVISOR: EMS Director	PAY CLASSIFICATION:
APPROVED BY:	DATE APPROVED:

SUMMARY: Assist the Director of Emergency Medical Services to ensure that the citizens of Marquette County are protected, and staff is prepared for any medical emergency with proper response, training, and planning. In the absence of the EMS Director, the Asst. Director shall perform the applicable duties of the EMS Director in a sufficient manner until the arrival/return of the EMS Director.

The Asst. Director will respond as needed to various emergency calls associated with Emergency Medical Services throughout the normal workday. This position may also require coverage on the ambulance as needed to fill vacancies.

QUALIFICATIONS

EDUCATION: High school diploma or general education degree (GED).

Must have certification of Wisconsin EMT-Paramedic.

Valid Drivers License

EXPERIENCE / JOB KNOWLEDGE: Minimum of five years of experience in emergency medical services operations, along with supervisory experience or an equivalent combination of experience and training which provides the required knowledge, skills and abilities.

OTHER SKILLS AND ABILITIES:

LANGUAGE SKILLS

Ability to communicate effectively verbally and in writing with a diverse group of people and news media. Ability to write routine reports and correspondence. Ability to respond to common inquiries and complaints from citizens, regulatory agencies or employees of other agencies.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

Ability to apply common sense and understanding to carry out instructions furnished in written, oral, or diagram form. Ability to assess facts and make equitable judgments using state codes, including the ability to suggest corrective action to achieve compliance.

OTHER SKILLS / Certifications

- Computer skills in the use of Microsoft Word and Excel are required.
- Driving an emergency vehicle using red lights and siren.
- Ability to read, analyze and interpret policies, procedures, professional publications, and governmental regulations, financial reports and legal documents.
- Operate complex medical equipment.
- Knowledge of Image Trend program.
- CPR, ACLS and PALS Certification

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Other duties may be assigned as needed. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SUPERVISORY:

- ✓ Respond to incidents and emergencies and work with the EMS Director or on his behalf if not available to direct operations of personnel, emergency vehicles and equipment for the safety and wellbeing of all.
- ✓ Assist with development and training of emergency medical personnel to ensure they are kept informed of changes in procedures and protocols.
- ✓ Assist with scheduling work activities, conducts orientation and training, assists with performance evaluations.
- ✓ Manages the schedule.
- ✓ Provides training related to procedures and equipment for all areas of pre-hospital medical care in order to maintain skilled personnel and assist employees in maintaining required certification and licensure.
- ✓ Ensures county ambulances are adequately staffed in order to respond to emergencies 24 hours a day.
- ✓ Oversee the departmental training to ensure safe and effective operations.
- ✓ Assist with AHA training center operations.
- ✓ Be on call available via phone outside of normal office hours for nights, weekends and holidays as needed.

ADMINISTRATIVE:

- ✓ Make recommendations for the annual budget to provide quality, efficient emergency response services.
- ✓ Maintains inventory of medical supplies and medications.
- ✓ Responsible for management of daily operations and ensuring appropriate resource allocation.

- ✓ Reviews patient care and other operational reports for completeness and appropriateness of medical care according to protocols in conjunction with the Medical Director.
- ✓ Oversees QA of patient care records.
- ✓ Assist with creating and sending invoices for services or supplies rendered by Marquette County EMS outside of 911 calls.
- ✓ Answering of the EMS Office phones
- ✓ Refer all policy and protocol violations to the Director.

PUBLIC / CUSTOMER RELATIONS:

- ✓ Answers questions and provide information to the public.

GOVERNMENT RELATIONS:

- ✓ Cross trains and coordinates with other branches of emergency government including fire and police in order to maintain working relationships and provide support for the emotional needs of emergency government personnel.

SAFETY OF OTHERS:

- ✓ Participates in evaluating and analyzing quality assurance programs for pre-hospital medical care; attend quality assurance meetings; evaluate data and make recommendations.

COMPLEXITY OF DUTIES AND IMPACT OF DECISIONS:

- ✓ Must be able to respond to medical emergencies during regular office hours as needed to fill in staffing shortages and events that might overwhelm ambulance staff.
- ✓ Ensures compliance with established rules, ordinances, and regulations; interact regularly with involved jurisdictions and the communication/dispatch center to identify and resolve problems and seek appropriate creative solutions.

WORKING CONDITIONS

ENVIRONMENTAL: The noise level in the office work environment is usually quiet.

While performing the duties of the EMT, the employee occasionally works near moving mechanical parts and is occasionally exposed to wet and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals, outside weather conditions, extreme cold, extreme heat, risk of electrical shock, and risk of radiation. The noise level in the EMT work environment is usually loud. Blood borne pathogen exposure for this position is considered high.

PHYSICAL DEMANDS / HAZARDS: While performing the office duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, tools, keyboards, or controls; reach with hands and arms; and talk and hear. The employee frequently is required to sit. The employee is occasionally required to stand; climb or balance; and stoop, kneel, crouch, or crawl.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

While performing the EMT duties of this job, the employee is regularly required to reach with hands and arms and talk and hear. The employee frequently is required to stand; walk; sit; use hands to finger, handle, and/or feel objects, tools, or controls; and stoop, kneel, crouch, or crawl.

Considerable health and physical strength requirements are necessary. Though safety and risk management measures are implemented wherever possible, there remain numerous unavoidable aspects of this position, which may place the individual at risk of personal harm or illness resulting from performance of his/her duties. Situations which may result in such personal harm or illness included but are not limited to:

- Driving an emergency vehicle using lights and sirens
- Exposure to hostile or combative patients and other individuals
- Response to violent crime scenes
- Response to accidents involving hazardous chemical spills.
- Exposure to communicable diseases
- Danger from moving traffic at highway/roadway accidents
- Response to environments including those involving chemical, radiological, biological, or explosive hazards.
- Exposure to dirty needle sticks and medical waste
- Performance of certain high-risk procedures in the delivery of advanced life support
- Noise level is low to moderate.
- Temperature level will vary from extreme cold to extreme heat.

The employee must regularly lift and/or move up to 50 pounds, frequently lift and/or move up to 100 pounds, and occasionally lift and/or move more than 150 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, and the ability to adjust focus.

MARQUETTE COUNTY JOB DESCRIPTION

POSITION: Emergency Medical Services Director

DEPARTMENT: Emergency Medical Services	JOB STATUS: Full-time
SUPERVISOR: Public Safety Committee	PAY CLASSIFICATION:
APPROVED BY:	DATE APPROVED:

SUMMARY: This position is responsible for the administration and enforcement of policies, procedures and protocol for emergency and non-emergency requests for ambulance service. Position requires participation in short-term and long range planning for the department and supervision of assigned employees to make the most effective and efficient use of skills, facilities and equipment available. Follow the requirements of DHS 110 to ensure that the citizens of Marquette County are protected, and staff is prepared for any medical emergency with proper response, training, and planning.

QUALIFICATIONS

EDUCATION: High school diploma or general education degree (GED). Prefer associate degree in emergency services field. Must have certification of EMT-Paramedic or be able to obtain it within an approved time frame.

Valid Driver's License

EXPERIENCE / JOB KNOWLEDGE: Minimum of ten years of experience in emergency medical services operations, along with five years of supervisory experience or an equivalent combination of experience and training which provides the required knowledge, skills and abilities.

OTHER SKILLS AND ABILITIES:

LANGUAGE SKILLS

Ability to communicate effectively verbally and in writing with a diverse group of people and news media. Ability to write routine reports and correspondence. Ability to respond to common inquiries and complaints from citizens, regulatory agencies or employees of other agencies.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

Ability to apply common sense and understanding to carry out instructions furnished in written, oral, or diagram form. Ability to assess facts and make equitable judgments using state codes, including the ability to suggest corrective action to achieve compliance.

OTHER SKILLS / Certifications

- ✓ Computer knowledge of Microsoft Word and Excel are required.
- ✓ Knowledge of emergency medical equipment and patient care reporting systems.
- ✓ Ability to read, analyze and interpret policies, procedures, professional publications, and governmental regulations, financial reports and legal documents.
- ✓ EVOC Instructor
- ✓ CPR and ACLS Instructor
- ✓ PALS Certification
- ✓ ICS 300 and 400
- ✓ Hazmat Awareness

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Other duties may be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

SUPERVISORY:

- ✓ Maintains hiring and employment practices that meet legal requirements and provides qualified emergency medical personnel.
- ✓ Supervises assigned staff and directs and schedules work activities, conducts orientation and training, prepares performance evaluations.
- ✓ Manages personnel conflicts arising among employees due to the stress levels due to the high-risk environment of emergency medicine.
- ✓ Provides training related to procedures and equipment for all areas of pre-hospital medical care in order to maintain skilled personnel and assist employees in maintaining required certification and licensure.
- ✓ Ensures county ambulances are adequately staffed in order to respond to emergencies 24 hours a day.
- ✓ Manages all AHA instructors credentialed with Marquette County EMS Training Center.
- ✓ Manages all 1st responders credentialed with Marquette County EMS, set up training to maintain skill compliance and assist with refresher training to maintain licensure.

ADMINISTRATIVE:

- ✓ Maintains a fleet of emergency vehicles in compliance with WI Trans 309, including an inventory of all necessary medical equipment on board each ambulance, to be prepared to respond to emergencies at all times.
- ✓ Establishes and manage the budget in order to provide quality, efficient emergency response services.
- ✓ Maintains records for personnel, payroll, equipment, finances and confidential patient medical records.
- ✓ Recommends, develops, and implements program and policy changes relating to EMS.

- ✓ Maintains a working relationship with the Medical Director.
- ✓ Holds the title of Training Center Coordinator for AHA Marquette County EMS Training Center. Maintain requirements set by the AHA PAM (program administration manual).
- ✓ Maintains supply stock of medical supplies needed to be ready to respond to emergencies.
- ✓ Complies with DEA regulations on handling, storing and use of narcotics.
- ✓ Comply with DHS 110.48 Service Director.

PUBLIC / CUSTOMER RELATIONS:

- ✓ Coordinates and serves as a liaison with medical personnel at area hospitals to integrate care and provides for the public education about EMS in the community.
- ✓ Invoices appropriate parties for pre-hospital medical services provided.
- ✓ Creating and sending invoices for services or supplies rendered by Marquette County EMS outside of 911 calls.
- ✓ Answers questions and provide information to the public including letter writing, proposal development and making formal presentations.

GOVERNMENT RELATIONS:

- ✓ Participates on EMS advisory committees and attend State EMS meetings to provide input concerning policies, administrative rules and laws that concern the operations of Marquette County EMS.
- ✓ Actively participate in the Wisconsin EMS Association, American Heart Association, and Wisconsin Chapter of the American Trauma Society.
- ✓ Cross trains and coordinates with other branches of emergency government including fire and police in order to maintain working relationships and provide support for the emotional needs of emergency government personnel.
- ✓ Coordinates inter agency relations with Fire, EMS, Emergency Management, Law Enforcement, and any other emergency agency in or outside the County as needed.
- ✓ Interacts with the municipalities within the EMS coverage area.
- ✓ Actively works on developing and retaining working relationships with County Fire Chiefs and other County Departments
- ✓ Interact with the WI State EMS Office to maintain compliance with Wisconsin state statutes and regulations for EMS.

SAFETY OF OTHERS:

- ✓ Work closely with all receiving hospitals and trauma centers to develop and evaluate protocols & policies to insure proper patient care.
- ✓ Participates in evaluating and analyzing quality assurance programs for pre-hospital medical care; attend quality assurance meetings; evaluate data and make recommendations.
- ✓ Investigate any on the job injury and works to prevent reoccurrences.
- ✓ Review and update safety polices as needed.

COMPLEXITY OF DUTIES AND IMPACT OF DECISIONS:

- ✓ Must be able to respond to medical emergencies during regular office hours as needed to fill in staffing shortages and events that might overwhelm ambulance staff.
- ✓ Respond to emergencies after office hours as needed when available.
- ✓ Ensures compliance with established rules, ordinances, and regulations; interact regularly with involved jurisdictions, boards, committees, councils and the communication/dispatch center to identify and resolve problems and seek appropriate creative solutions.
- ✓ Administers the statistical analyses of response time data to evaluate system effectiveness; prepare oral and written reports; coordinate communications on audit reports.
- ✓ Follows state statue DHS 110 and makes sure the service is compliant.

WORKING CONDITIONS

ENVIRONMENTAL: The noise level in the office work environment is usually quiet.

While performing the duties of the EMT, the employee occasionally works near moving mechanical parts and is occasionally exposed to wet and/or humid conditions, fumes or airborne particles, toxic or caustic chemicals, outside weather conditions, extreme cold, extreme heat, risk of electrical shock, and risk of radiation. The noise level in the EMT work environment is usually loud. Blood borne pathogen exposure for this position is considered high.

PHYSICAL DEMANDS / HAZARDS: While performing the office duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, tools, keyboards, or controls; reach with hands and arms; and talk and hear. The employee frequently is required to sit. The employee is occasionally required to stand; climb or balance; and stoop, kneel, crouch, or crawl.

Specific vision abilities required by this job include close vision and the ability to adjust

focus.

While performing the EMT duties of this job, the employee is regularly required to reach with hands and arms and talk and hear. The employee frequently is required to stand; walk; sit; use hands to finger, handle, and/or feel objects, tools, or controls; and stoop, kneel, crouch, or crawl.

The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds, and occasionally lift and/or move more than 50 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, and the ability to adjust focus.

GREEN LAKE COUNTY
AD-HOC AMBULANCE COMMITTEE – CHAIR’S SUMMARY
WORKING / DISCUSSION DOCUMENT
DRAFT RECOMMENDATIONS
SUBJECT TO CHANGE BY AD-HOC COMMITTEE

COMMITTEE RECOMENDATON

This list of recommendations is not to be all inclusive, but represents those items that the committee chair received, reviewed, summarized, and together with the entire ad-hoc ambulance committee recommends at a minimum should be negotiated into any initial provider services agreements. The committee has held many meetings and held much discussion and good debate to get the best possible solution. The Ad-hoc Ambulance EMS committee appreciates the Green Lake County Board reviewing these recommendations as the County considers a County-Wide EMS system to serve Green Lake County for years to come.

ESTABLISHMENT OF EMS SERVICE

Green Lake County to establish a **county wide emergency medical system (EMS)** that will allow for levy limit exemption (as needed), under WI Stats. 66.0602(3)(e)(6) during the annual budget process.

All annual EMS Levy Exemption **increases** under 66.0602(3)(e)(6) shall be approved by Green Lake County Finance Committee and Green Lake County Board during the annual budget process.

Green Lake County (GLC), becomes the “coordinator” for EMS delivery and will negotiate contracts with (inter-governmental) entities via current existing entities i.e. Berlin EMS (BEMS) and Southern Green Lake County EMS (SGLCA) to **provide County-Wide EMS service to GLC.**

CREATION OF EMS DEPARTMENT

GLC will establish a standalone county-wide EMS department fund within the county’s operating budget to manage and track EMS contracts and other direct costs related to EMS management.

GREEN LAKE COUNTY - COMMITTEE OVERSIGHT

GLC County to create a new standing committee “EMS Advisory Committee” (GLC-EAC). The committee should report all recommendations to the GLC Administrative Committee for action. The GLC-EAC Committee role is to assess and continue transition and provide recommendation to GLC Administrative Committee & County Administrator on future contracting and improvement of services.

This committee should meet at least semiannually, but additional meetings may be necessary, based on need. This GLC-EAC committee shall be non-binding, advisory only, with no authority. This committee would report to the GLC County Board, through the GLC Administrative committee, at least annually, and also when necessary, with any recommendations. As part of the service contracts, GLC-EAC committee shall have access

to all service provider annual reports and budgets/cost reports. Contracted agencies shall provide any additional information as requested in a timely manner.

Recommended members of the EMS Advisory Committee shall include:

One elected official from a town/city/village from each ambulance district as established.

One elected official from the Green Lake County Board from each ambulance district as established.

One employee/volunteer serving each ambulance district as established.

These members shall serve initially with staggered terms with one half of the members serving a 1 year term (which shall be Class 1) and the second half a 2 year term (which shall be Class 2). Upon completion of a Class 1 term, any member appointed shall serve a full 2-year term. Members shall be appointed by the GLC Board Chair, who shall initially determine which Class a member is in, and with the approval of the GLC Board.

EMS EMPLOYEES OF GREEN LAKE COUNTY

GLC to create a _____ FTE **EMS Coordinator** position to manage the EMS provider subcontracting and other work to improve EMS activities within the county.

County Administrator will work through the personnel committee of Green Lake County to review and establish the appropriate job description, pay grade, and establish position as part of the annual EMS operating budget.

County Administer should consider and highly encourage, and allow employee in their development to seek part-time employment and pickup shifts with **both** service providers in GLC to enhance future negotiations: SGLCA and BEMS.

GLC will encourage BEMS leadership and SGLCA leadership be part of GLC coordinator employment interviews to provide feedback on candidates that seek employment with GLC. Final decision to employ by GLC is reserved to GLC.

Any shifts / runs with BEMS and SGLCA is at the service provider's expense and responsibility. Each provider has the discretion to employ or not employ individuals, if they so desire, but GLC will encourage a working relationship.

GLC will include the costs of county EMS Coordinator in its annual budget for time spent with GLC in the administration of the system.

Consider job description of Coordinator to include paramedic level credentials.

ANNUAL BUDGET REQUEST

GLC will request annual budget amounts from service providers by September 1 of each year. These budgets should include all revenue estimates and costs associated in the delivery of EMS services in their respective areas, but not limited to:

Fleet Vehicles, maintenance, equipment, calibrations fees, housing, uniforms, personnel, fringe benefits, training, certifications, workers compensation, administration fees, incidentals, consumables, fuel, quality assurance, insurance and all other necessary expenses. These costs shall be documented by the contracted party, shall be identified as direct EMS costs, and shall be subject to review and approval as part of GLC annual budget process.

Annual payments from GLC to service providers shall be made near the beginning of each month in installments at the pro-rated approved budgeted rate for operational expense. Any payment for capital fleet approved in the fiscal year shall be made to service provider at time service provider makes commitment order to purchase.

If any unforeseen shortfalls occur from provided budget to actual annual results, said shortfall (deficit of net revenues less expenses) shall be paid by 100% GLC to service provider once approved final financial statements are provided to GLC. Additional shortfall payment to reconcile prior year, shall be made to provider within 60 days of receipt of final financial statements.

Any funds in excess of the service providers annual revenues less expenses shall be returned to the county, and placed in the GLC carry-over EMS fund (to be established) for future EMS enhancements and future EMS capital asset fleet purchases.

DONATIONS & OTHER REVENUES

Any donations, subsidies or other revenues received during the year for the benefit of contracted EMS service shall be used to offset the provider's shortfall paid by GLC.

Any prior fund balance of donations received prior to 2021 shall be retained by the service provider and locally controlled and **shall not** become part of GLC operations.

Future exemption, to offset a donation from the shortfall calculation may be requested and may be approved by the GLC Administrative committee if a donation is specifically designated to items outside of the annual budget, like specialty tools and equipment or employee amenities.

Wis. Stat. §59.54(1) permits the County Board to purchase, equip, operate and maintain ambulances. Wis. Stat. §66.0602(3)(e)6. exempts the county levy for a countywide emergency medical system. The County may accept donations, gifts and grants pursuant to Wis. Stat. §59.52(19) within the powers of the county. Therefore, all donations, gifts and grants accepted for a countywide medical system must comport with the statutes, and funds appropriated for a countywide emergency medical system shall also comport with statute and administrative codes.

BILLING

Each contracted agency shall attempt to recover EMS costs through their own billing methods. All reasonable collection efforts shall be made by provider and proceeds shall be used to offset the annual budget costs. Each agency shall have the discretion to subcontract these responsibilities, including medical billing to outside vendors (i.e. Cvikota)

SUB-CONTRACTING TO OTHERS

Any proceeds from subcontracting EMS service to additional towns/cities outside of the county (i.e. other municipalities in other counties) shall be used to offset the annual budget.

Recommend that the GLC contract with service provides stipulate that any additional sub-contracting of EMS services to **NEW** additional entities (municipalities) outside of Green Lake County shall require the approval of the Green Lake County Administrative Committee.

LEVEL OF SERVICE

Each EMS provider shall have the discretion by its own boards and committees and management to determine appropriate asset and personnel staffing within their jurisdiction, including level of service.

PARAMEDIC INTERCEPT

GLC shall negotiate a contract that at **minimum** requires one service provider, to provide for at a **minimum** of **one** paramedic employee. This paramedic shall be available for paramedic intercepts throughout all GLC, when requested to respond. If all paramedics are assigned to other calls, paramedic will not be available for the intercept and other various entities offering intercepting services would need to be requested to respond.

This paramedic model is the **minimum requirement** of GLC – this provision does not disallow the service provider from budgeting for additional paramedic staff as needed or desired during the annual budget process.

If the service provider chooses to be a non-paramedic service and requires use of a paramedic intercept, the contacted provider shall use any regional intercept service of their choice, given the geography, the patient need, time, availability of other responders.

NEGOTIATIONS

The County Administrator along with input from the County Board Chair and the Ad-Hoc EMS Chair should be leveraged to carry out these recommendation and negotiate the **first** provider services contracts with two entities Berlin EMS and Southern Green Lake County EMS via inter-governmental agreements for the first contract. Final contract shall be approved by the GLC Administration committee, GLC Finance Committee, and GLC Board prior to execution and signature by the County Administrator.

Subsequent negotiations with provider entities are to be led by the GLC EMS coordinator in consultation with the GL County administrator and referred for approval to the appropriate GLC committees during the normal budget process as needed.

Final first year contract with all entities shall be provided to and approved by the GLC Board prior to execution by the County Administrator.

Budgets from each entity (as projected) should be provided to GLC to begin the process. This would allow for contracts to be executed in 2021 for loss funding. The county-wide coverage and funding would begin once 100% of the municipalities within Green Lake County are covered by a GLC contracted service provider – the committee recommends that time is of the essence and does not recommend a January 1, 2022 implementation date.

AUTO-RENEWAL

Contracts auto-renew with same terms and same fiscal terms each year unless otherwise amended.