

City of Fort Worth, Texas

Job Description

Classification Title	Clinical Practice Coordinator - MIH		
Job Code:	PS5320	Job Family:	Professional
Pay Grade	512	Date Reviewed:	08/14/2024
FLSA Status	Nonexempt	Date Revised:	05/02/2025

GENERAL SUMMARY

Responsible for developing and advancing the quality of clinical practice through the management, provision and coordination of the Mobile Integrated Healthcare (“MIH”) & Critical Care (“CC”) activities of the Office of the Medical Director (“OMD”); manages processes for initial and maintenance of mobile health paramedic (MHP) and critical care paramedic (CCP) provider credentialing; develops, implements, and evaluates education and training specific to MIH/CC programs; participates in the quality management process specific to MIH/CC programs; develops MIH/CC program protocols; liaisons with community partners engaged in public health. The Clinical Practice Coordinator – MIH will work collaboratively with the OMD and MIH team to ensure that the System goals are achieved in accordance with the mission and vision of OMD and the Fort Worth EMS system.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Contributes to strategic planning and development of clinical practices and processes related to Mobile Integrated Health.
2. Manages and directs the development, implementation, and evaluation of the MHP/CCP education and training programs.
3. Utilizes clinical judgment in the quality review of patient care delivery by MHP/CCP and EMS providers to assure care provided is within the standards of care, medical direction protocols, completeness of clinical information, and accuracy of medical records.
4. Oversees clinical credentialing of MHP and CCP providers within the System.
5. Coordinates clinical quality investigations, collaborating with OMD’s Quality Management Division, EMS, and partner agencies.
6. Develops clinical metrics and bundles-of-care related to clinical outcomes of MIH programs
7. Coordinates the onboarding, education, and training pertinent to the MHP/CCP credential.
8. Evaluates new MHP/CCP providers in all phases of the training process.
9. Acts as an educational resource for MIH/CCP personnel.

10. Composes MIH clinical reports related to quality assurance, credentialing, education, and training activities of the OMD.
11. Coordinates clinical affiliation agreements with clinical education sites for MIH/CCP education programs.
12. Provides on-call coverage for On-line Protocol Guidance.
13. Performs other related duties as required.
14. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**
 - Clinical protocol, policy, procedures and standards of care.
 - EMS system's organizational structure, workflow and operational procedures.
 - Quality improvement methodologies, particularly the "Model for Improvement" and the Plan-Do-Study-Act ("PDSA") methodology.
 - Adult learning theory and methodologies.
 - Competency based educational principles and methods.
 - Reporting writing and data query systems.
 - Online learning management systems.
- **Skill in:**
 - Monitoring and analyzing credentialing process data to identify performance gaps and areas for improvement.
 - Communication to ensure policy understanding and compliance among staff members and stakeholders, along with the ability to provide training and educational resources as needed.
 - Effectively interacting with all levels of management and employees.
 - Effective presentation delivery.
- **Ability to:**
 - Prioritize tasks in a self-directed role to align responsibilities with organizational goals and standards.
 - Form and lead multidisciplinary teams consisting of healthcare professionals and relevant stakeholders to drive improvement initiatives.
 - Work effectively as a member of the OMD, EMS, and FRO teams along with community partners.
 - Ensure confidentiality of medical and all other discretionary information.
 - Exercise independent decision-making, problem-solving and collaborative skills.

MINIMUM JOB REQUIREMENTS

Bachelor's degree in emergency medical services management, healthcare administration or other related degree or five (5) years' experience as a paramedic in a

busy 911 system, or three (3) years' experience as a Critical Care paramedic-level experience in an EMS system providing critical care transport.

OTHER REQUIREMENTS

MHP/CCP credentialing requirement.

Advanced certification in Critical Care (CCP-C, CCEMTP, FP-C).

Advanced certification in Community Paramedicine (CP-C) within 18 months of date of hire.

Completion of IHI Basic Certificate in Quality and Safety within one year of employment.

No exclusion by the OIG to participate in Federally Funded Health Care Programs.

Possession of, or ability to obtain, an appropriate, valid Texas driver's license.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, stooping, kneeling, crouching, reaching, walking, repetitive motions, climbing, balancing, pushing, pulling and lifting; depending on assignment. Incumbents may be exposed to moving mechanical parts, odors, dusts, poor ventilation.

PHYSICAL DEMANDS

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Light Work – Exerting up to 20 pounds of force occasionally, up to 10 pounds of force frequently, and/or a negligible amount of force constantly having to move objects.