

## CITY OF HAMILTON

### COMMUNITY & EMERGENCY SERVICES DEPARTMENT (EMERGENCY MEDICAL SERVICES - LOCATION - 1227 STONE CHURCH ROAD E.)

#### PARAMEDIC SERVICE DATA & RECORDS CO-ORDINATOR

##### SUMMARY OF DUTIES

Reporting to the Deputy Chief, Planning, Logistics and Support, the Data and Records Coordinator administers service information collection, collation, analysis, interpretation and standard or custom report generation for the Hamilton Paramedic Service. The Coordinator develops manual and automated information systems/data bases for monitoring and evaluating programs encompassing service performance, external complaints, quality assurance, paramedic training, continuing medical education, recruitment and human resources. The coordinator also monitors staffing metrics, HR, QA and Call Report information, the status of selected pieces of material and equipment, and various items included on the Ministry Service Review to ensure ongoing compliance with provincial standards. The Coordinator plays a key role in data collation and analysis pertaining to patient refusals of transport and public satisfaction surveys, and assists managers/supervisors in ensuring ambulance squads achieve established service standards. The Data and Records Coordinator acts as the primary contact for business and service intelligence development for the Paramedic Service.

##### GENERAL DUTIES

Coordinates data analysis by maintaining incoming and outgoing files using various computerized tracking and enquiry systems; generates computer reports in various formats.

Develops query structures to extract, load and transform data from a variety of sources to report on operational and business performance; investigates data discrepancies and failures, and develops and implements recovery strategies.

Runs standard and custom reports from existing databases at the request of management. Validates and verifies information. Develops new and custom queries to improve production of service performance reports.

Prepares summary and detailed reports on cross-border ambulance activity, and provides necessary data to enable activity reconciliation, cost attribution and funding recovery.

Maintains confidential computerized databases with respect to patient complaints, patient surveys, external customer complaints, paramedic performance, and training files in accordance with established record retention protocols.

As Health Information Custodian, represents the Service in all communications regarding personal health information.

Coordinates and maintains the Ministry of Health and Long-Term Care Human Resources Inventory Database to meet certification requirements, and notifies the Supervisor of expiration dates of paramedic staff qualifications.

At the request of Supervisors, sends out notification to staff members regarding their outstanding qualifications. In the absence of the Supervisor answers any inquiries from paramedic staff about their outstanding training requirements. Acts as administrative coordinator for training and human resources data functions.

Liaises with outside agencies (Crown Attorney, Police Services, Ministry of Health, Coroner's Office, Courts, Software Vendors et al). Researches and prepares information requests for outside agencies.

Coordinates his/her activities with those of the Data Clerk.

Provides functional direction to, and coordinates the work of paramedics on modified duties assigned to the Data Department.

Develops a workable cross-functional familiarity with the duties of the Paramedic Service Applications Analyst, and provides backup support for the incumbent as required.

Works with the responsible manager in the coordination and development of Quality Assurance Policy & Procedures and business practices for the CQI section.

Attends operational management meetings to advise on data and information flow processes and data reporting support to business process improvement.

Develops, maintains and monitors electronic databases and manual filing systems for ambulance call reports (ACRs), ambulance call reviews, paramedic field evaluations, employee credentials, and journal articles for the research program, etc.

Maintains the Service Records Management System, ensuring regulatory compliance with the Ambulance Act and other Ministry of Health/Long Term Care regulation, policy and direction (personnel modules, Emergency Medical Services data, Records Management System software and ongoing administrator status.).

Monitors Ministry of Health Service Certification documentation, and oversees controlled substance tracking and reconciliation.

Regularly reviews the collection, use, retention and disposal of personal information throughout the Service to ensure regulatory compliance.

As directed by management, develops and implements appropriate administrative procedures, guidelines and forms to process access requests in a timely and proper manner and as prescribed by legislation.

Assists in organizing seminars, training programs, special events and research projects.

Acts as point of contact and coordinator with Information Technology Division for lease replacements and repairs and software upgrades across work locations; coordinates procurement/repair/replacement of information systems equipment as required.

Perform other duties directly related to the position as required.

## **QUALIFICATIONS**

1. University Degree or College Diploma in Computer Science, Information Systems or a related field.
2. Demonstrated ability and recent experience with assessing information needs, developing information analysis tools and products and delivering complex data analyses orally and/or in writing as part of a management/management support team.
3. Recent experience and demonstrated proficiency in the administration and manipulation of large databases, data analysis and custom report generation. Demonstrated ability to use special-purpose programming language designed for managing data held in a relational database management system.
4. Previous experience working in emergency services, preferably emergency medical services.
5. Demonstrated ability to develop, implement and maintain statistical and human resources operational data collection systems.
6. Excellent knowledge of business computers and applications employing a wide variety of programs and network protocols, and a proven ability to resolve hardware and connectivity issues.

7. Advanced working knowledge of Microsoft Office applications, and a demonstrated ability to learn and effectively use specialized custom applications. Demonstrated ability to create reports by bringing information together from various sources.
8. Excellent data coordination skills, numeric sense, organizational skills and time management.
9. Demonstrated knowledge of information management principles including quality assurance practices used in reporting and analyzing statistics.
10. Demonstrated knowledge of The Municipal Freedom of Information and Protection of Privacy Act, The Ambulance Act, The Personal Health Information Protection Act and working knowledge of relevant regulations and health statutory requirements.
11. Sound people and communication skills, and the ability to work effectively with the external stakeholders, professional and managerial staff.
12. Must be well organized and use time effectively and be able to perform within tight deadlines set by outside sources.
13. Ability to quickly and accurately convert information from written, typed or printed documents into various data formats.