



EMS PROGRAM MANAGER

Effective Date: October 15, 2012
Replaces: January 22, 2007
Review: September 26, 2021

I. Purpose

The purpose of this policy is to identify that Santa Clara County approved EMS Provider Agencies shall have an EMS Program Manager who is responsible for the clinical and operational aspects of their organization related to the provision of emergency medical services in the Santa Clara County Emergency Medical Services System.

II. Areas of Responsibility/Duties

The EMS Program Manager shall:

- A. Have the authority to make operational and financial commitments for the organization.
- B. Coordinate the completion of EMS related responsibilities within their organization related to the provisions of the EMS Service Provider Agreements.
- C. Ensure the submission of appropriate records, reports, documentation, etc. to the EMS Agency as necessary.
- D. Provide clinical information from the EMS Medical Director to the organizations personnel.
- E. Assist employees in attaining and maintaining EMT certification, paramedic accreditation, and the maintenance of Santa Clara County EMS System Identification Cards.
- F. Participate or assign a member(s) of their organization to actively participate in EMS Agency Stakeholder meetings.
- G. Facilitate EMS Agency required training for all prehospital personnel in their organization including, but not limited to, the EMS System Update and policy changes.
- H. Assist the EMS Agency in the investigation of prehospital care personnel employed by the provider.



- I. Ensure the continuous competency of all prehospital personnel and establish individualized performance improvement plans as necessary.
- J. Support participation in EMS Agency Field Care Audits (FCAs) and/or other system wide continuing education programs.
- K. Participate in functional drills/exercises between provider agency personnel and other system stakeholders at least annually.
- L. Serve as the liaison between the provider agency and the EMS Agency.
- M. Develop and maintain an EMS Quality Improvement Program (EQIP) related to the provision of EMS services by the provider.
- N. Establish and manage a field oversight program that enables the field evaluation of all providers' employees'. This may include, but not be limited to, field observations, seldom used skills training programs, etc.

III. Recommended Qualifications

It is recommended that personnel assigned to this position meet the following requirements.

Minimum of three (3) years field experience in the provision of emergency medical/prehospital care services

- A. Meet the requirements of a CE Program Director including Fire Instructor 1A and 1B, or equivalent.
- B. Be a currently certified Emergency Medical Technician in the State of California or a California Licensed Paramedic
- C. It is recommended that the individual be a supervisor or manager as determined by the provider agency.
- D. All prehospital providers should appoint and alternate EMS Program Manager who has the same authority and qualifications as the EMS Program Manager.