



Emergency Healthcare Systems (EHS) Program Administrator

SUMMARY OF POSITION

The Emergency Healthcare Systems Program Administrator (EHS Administrator) serves as programmatic support staff for the CATRAC's contractual and member-driven efforts related to Trauma, Acute, and Emergency Healthcare Systems. Additionally, the EHS Administrator provides program and project development and improvement for trauma, stroke, cardiac, and other regionally emerging systems of care. Responsible for developing and implementing data management and analysis related to the regional emergency healthcare system and disaster operations and response coordination. Responsible for coordinating data collection and data analysis for CATRAC within the region. Assists in the management of regional databases and CATRAC related software and web-based applications and provides technical support regarding these applications to regional stakeholders.

ORGANIZATIONAL RELATIONSHIPS

Reports to: EHS Program Manager

Directs: Not applicable. This is a non-supervisory position.

PRINCIPAL DUTIES AND RESPONSIBILITIES

Facilitate planning, coordination, execution, and evaluation of pre-hospital and hospital system(s) development and performance improvement efforts.

Execute staff work in support of projects and deliverables attributable to CATRAC's compliance requirements found in DSHS EMS and Trauma System criteria, programs and contracts.

Develop and maintain support relationships with assigned and ancillary CATRAC committees to include DSHS programmatic guidance and contractual deliverables, as well as provide assistance with meeting management and administration.

Supports components of the CATRAC program as it relates to data initiatives, performance improvement, and systems development.

Actively participate with state, regional, community and federal organizations that support EHS initiatives and program/project development.



Maintain professional currency and knowledge of EHS service lines and emergency preparedness issues.

Support and assist participating members of CATRAC in the submission of regional data for emergency preparedness, trauma, cardiac, stroke, injury prevention, EMS, hospital, and other healthcare related data.

Provide EHS subject matter input for planning and implementation of IT efforts including crisis communications and web applications. Provides technical assistance to participating healthcare systems and regional partners regarding regional data collection and CATRAC related software and web-based tools (i.e., EMResource, WebEOC, electronic patient records, etc.)

Assists in the emergency preparedness planning with data collection and recruitment of healthcare entities for emergency preparedness initiatives.

Provide EHS subject matter input for integration with CATRAC emergency preparedness efforts such as planning, training, drills, and exercises

Participates in local, regional, and statewide training, exercises, planned events, and emergencies as needed.

Performs other related duties as may be assigned.

Supports and maintains effective operational knowledge of CATRAC goals and direction for all working and planned programs.

ACCEPTABLE EXPERIENCE AND TRAINING:

Background in Emergency preparedness planning relating to healthcare systems, public health, emergency planning is preferred. Background in statistical analysis, computer data solutions, and registries preferred. Associate's degree from an accredited college or university with appropriately related courses or experience required. Bachelor's degree preferred. Proficient computer skills; especially Microsoft Office Products and Adobe Acrobat. Must demonstrate proficiency in both oral and written communication, and establish and maintain effective working relationships with local, state, and federal agencies, health care officials, policy and advisory committees of the regional council and the general public.

or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities for the position.

Must be able to complete the Incident Command System (ICS) courses of 800, 700, and 100 within one (1) year of employment if training was not completed prior to employment.



TYPICAL PHYSICAL DEMANDS:

Works in multiple environments of high stress and multi-tasking capacity with the ability to serve for extended periods during incidents and exercises. Must possess physical health including the ability to lift and move heavy and bulky items especially related to emergency response. Must be able to travel and participate in various conferences, regional exercises and real events, staff designated positions in the Emergency Operations Center/Medical Operations Center as needed during events and exercises, and appropriate meetings related to state and regional emergency management activities. Ability to react calmly and promptly during an emergency or disaster situation. Potential of working outside normal business hours, which includes overnight and on weekends during planned events/exercises and emergencies.

CERTIFICATES AND LICENSES REQUIRED:

Must possess a valid Texas driver's license.

CONFIDENTIALITY OF INFORMATION AND CODE OF CONDUCT:

Confidentiality of Information: Employee protects and safeguards the privacy of all confidential information, in compliance with HIPAA and applicable federal and state guidelines, by assuring data integrity, limiting the availability, prohibiting improper disclosure when it is stored, transmitted, received or disposed, and not discussing confidential information with others, including friends and family, who do not have a business "need to know". Confidential information includes the following:

Patient information-protected health information (PHI)
Administrative information
Financial information
Human resources information and Payroll information

Code of Conduct: Employee follows the CATRAC Code of conduct, which are rules to guide us in our work to assure the highest standards of business ethics and compliance as follows:

1. **Legal compliance:** comply with federal/state laws
2. **Business Ethics:** accurately and honestly represent the Organization and not defraud anyone of money, property or service; at a minimum comply with the DSHS fiscal responsibility video.
3. **Confidentiality:** protect confidential information.
4. **Conflict of Interest:** do not use position to profit personally.

5. **Business Relationships:** business transactions are free from offers or solicitation of gifts/favors
6. **Protection of Assets:** preserve assets by using resources prudently and effectively
7. **Patient Rights:** respect and support patient rights to privacy and treatment

Non-essential functions:

- Serve as a role model and resource person through individual accountability
- Serve on key community committees to promote communication with the EMS/Trauma System and to participate in problem solving. Recognize issues that have administrative implications and collaborate to problem solve.
- Performs other duties as assigned

Service Excellence Criteria:

- Shows courtesy, compassion and respect.
- Communicates with all customers appropriately.
- Contributes to teamwork and harmonious working relationships.
- Supports and demonstrates continuous improvement of quality and service.
- Shares ideas and suggestions.
- Participates in projects.
- Reports problems/unusual events appropriately.
- Participates in problem solving.
- Demonstrates behavior that promotes professionalism and self-development.
- Participates in educational programs/seminars.
- Promotes cost consciousness.
- Displays professional appearance.
- Promotes professional environment, including emphasis on cleanliness.