

## Job Description Manager of Clinical Services

### ***LIFEFLIGHT EAGLE MISSION***

LifeFlight Eagle is dedicated to serving the community by providing quality, safe, critical care transport medicine and improving access to emergency care through outreach education.

### ***LIFEFLIGHT EAGLE VALUES AND PRINCIPLES***

LifeFlight Eagle's success is built on performance that is ethical and committed; team-oriented, passionate, and decisive; compassionate, responsible, reliable, innovative, and responsive.

### ***SUMMARY OF DUTIES***

Provides leadership and management to the LifeFlight Eagle Medical Crews. Serves as a LifeFlight Eagle manager with a direct reporting relationship to the Vice President of Clinical Services, and is directly accountable for internal and external clinical aspects of the program. Fulfills administrative duties as well as completes clinical activities necessary to assure alignment to the program mission and vision.

Responsible for managing the systems and process that support delivery of the highest quality critical care transport attainable, while ensuring a cost effective training program, delivery of clinical care, and attaining clinical and quality initiatives. Actively participates in selecting, motivating, coaching and providing for the growth of a qualified staff; attains optimal contributions from the LFE medical staff. Ensures that high quality medical care is provided by a staff of appropriately trained, duly certified and licensed practitioners. Oversees a safe and efficient critical care service.

Maintains all requirements and fulfills all essential job requirements as indicated in the Transport Nurse job description.

### ***ESSENTIAL DUTIES AND RESPONSIBILITIES***

#### **1. Client Service Advocate**

- Assure excellent patient care, safe operations, high customer satisfaction and program success through the identification and integration of clinical, aviation, and communication functions.
- Identify potential opportunities for clinical service line expansion, and prepares related business proposals for Executive Team review and approval. Implements the proposal, builds relationships with business partners, serves as primary liaison, and communicates as appropriate to insure successful relationships.
- Systematically evaluate transport clinical practice standards and scope of practice, assuring that organizational scope and standards are aligned with national practice standards.
- Recognize opportunities to improve care, safety, quality, and efficiency and acts as a change agent to support improvement initiatives, based on evidence based practices.
- Collaborate with the Education Manager, Clinical Coordinator, and Medical Director in planning and implementing regular meetings and programs that provide educational and professional development opportunities for medical crew.
- Collaborate with the Education Manager, Medical Director and Vice President of Clinical Services to define mandatory education requirements and periodic competencies for medical crew.

**Reports to:** Vice President of Clinical Services  
**Status:** Exempt

**Revised** – May 2022  
Page 1 of 7

## Job Description Manager of Clinical Services

- Initiate and facilitate changes to improve patient care and program performance through effective communication, collaboration, and interdisciplinary problem solving.
- Contribute to effective consumer relations by assisting patients, co-workers, and other health care members to resolve expressed concern.
- Manage the quality improvement processes assuring that education is driven by quality outcome data.

### 2. People Leader

- Create an empowering and rewarding work environment. Inspire and mobilize people to act and perform within a supportive work culture that does not tolerate or engage in turf wars, silos, or mean spirited behavior.
- Ensure that clinical service goals clearly align to LifeFlight Eagle's mission and values, and are applied in all patient settings.
- Facilitate chart/case reviews and provide leadership to the chart review team.
- Provide leadership and development for the Clinical Field Leader (CFL) team.
- Assist the Vice President of Clinical Services and Base Managers in recruiting, hiring, evaluation, and coaching of employees; encourage continuing education and professional development
- Serve in a clinical/administrative role with the transport program Medical Director. Work closely with sponsor organizations and their respective systems, and with multi-state network of service users.
- Work directly with vendors, program staff and users to assure safety of patients, crew, and customers in all areas of critical care transport operations.
- Approach others with support, tact and diplomacy; focus on resolving conflict without blaming; maintain confidentiality; listen to others without interrupting; keep emotions under control; create win-win outcomes.
- Facilitate, encourage, and implement processes for new and existing staff's learning and growth.
- Assist staff and base managers in establishing performance standards, policies and procedures, and processes for compliance with all regulations.
- Assure safety of patients, crew, and customers in all areas of critical care transport operations.
- Provide onsite leadership for safety policies and practices including air operations, OSHA, worker's compensation, medical and hazardous waste disposal, and all federal, state, and local safety regulations.
- Monitor compliance to policies and procedures and ensure corrective measures are instituted if policies and procedures are violated.
- Resolve system problems that affect operations by maintaining open communications and appropriate interfaces with Vice President of Clinical Services, Vice President of Operations, Base Managers and transport medical crew.
- Serve as a role model and mentor for medical crew by consistently demonstrating professionalism.
- Communicate LifeFlight Eagle performance updates to Vice President of Clinical Services.

### 3. Operations Management

- Propose, review, and enforce LifeFlight Eagle Clinical Practice Guidelines/Formulary, policies and procedures by:

**Reports to:** Vice President of Clinical Services  
**Status:** Exempt

**Revised** – May 2022  
Page 2 of 7

**Equal Opportunity Employer**

## Job Description Manager of Clinical Services

- Updating Clinical Practice Guidelines/Formulary and related policies and procedures as needed, at least annually.
- Communicating and interpreting Clinical Practice Guidelines/Formulary, policies and procedures to medical team members.
- Monitoring compliance with Clinical Practice Guidelines, policies and procedures.
- Advising Base Managers and Vice President of Clinical Services when corrective measures need to be taken when Clinical Practice Guidelines, policies or procedures are not followed.
- Ensure compliance with strategic plan and financial performance of the program. Maintain a sound fiscal system for clinical services and education.
- Manage patient care electronic medical record system.
- Assist the Vice President of Clinical Services with human resource activities of the medical flight crew to include hiring and staff evaluation. Collaborate with base managers and maintain staffing plans based upon volumes, patient acuity, anticipated workload, skill mix and competency requirements. Assure compliance with LFE policies and procedures. Assist Vice President of Clinical Services in establishing performance standards, policies and procedures, and compliance with government regulations.
- Ensure compliance with all regulatory agencies and CAMTS accreditation. Minimize liability to the organization by anticipating problems, evaluating magnitude of the problem and taking actions to correct problem and/or reduce risk. Maintain all appropriate clinical documentation required for state licensure and CAMTS inspection processes.
- Is scheduled to fill on average 24 hours per month, rotating to all bases to ensure standardization of clinical services, resources, and to interface with customers.
- Participates in Manager on Call rotation by acting as MOC (Manager on Call) in the rotation with the other MOCs.
- Collects data for and maintains the GAMUT database.
- Manages clinical electronic applications (Handtevy, etc.); updates as needed, and communicates information to medical crews.
- Collaborates with the Office Manager to approve and track Employee Education Funds.

### ***ESSENTIAL COMPETENCIES AND COMPANY EXPECTATIONS***

- **Patient Focus/Patient Orientation** – Is highly motivated by the opportunity to help internal and external customers. Is able to accommodate others' needs within available resources and without relinquishing own responsibilities. Demonstrates compassion when working with patients; protects the dignity of others. Is courteous, calm, creative, and effective with difficult patients. Earns positive feedback from patients and air medical crew.
- **Critical thinking** – Synthesize complex and diverse information; collect and objectively weigh data; use experience, intuition and critical thinking to complement data; and design effective processes and workflows.

## Job Description Manager of Clinical Services

- **Results orientation** – Assist Executive Team, Leadership Operations Committee, and base supervisors in achieving or exceeding identified strategic goals in client service excellence, internal systems and processes, learning and growth initiatives, and financial health.
- **Leadership** – Inspire the trust of others; balance flight team and individual responsibilities; give and welcome feedback; exhibit objectivity and openness to others' views; contribute to holding each other accountable and building a positive team spirit; put the success of team above own interests.
- **Safety and Security** – Be proactive in protecting LifeFlight Eagle from medical transport related risk and liability. Ensure that departmental staff use equipment and materials properly, observe safety and security procedures, and report potentially unsafe or improper conditions. Intervene when conditions or behavior puts the patients or medical crew at risk.
- **Integrity and Ethics** - Treat people with respect and individuality; do what you say; be fair and equitable in all interactions; be a good steward of company resources; actively contribute toward employees' success and the company's goals; uphold organizational values.
- **Adaptability/Flexibility** – Effectively manages competing demands and is able to change course when new information becomes available. Is optimistic in the face of difficulty, and applies humor and other coping strategies appropriately.
- **Attention to Detail** – Demonstrates thoroughness and accuracy in work activities through concern for all areas involved. Effectively organizes any task or situation for which he/she is responsible; monitors own work to ensure quality. Plans and prioritizes work activities, uses time efficiently, and meets deadlines.
- **Listening** – Values other perspectives; listens carefully and thoughtfully, and asks for clarification. Avoids interrupting and is able to remain fully focused even in the midst of crisis.
- **Tolerance for Stress** – Is able to work productively in a high-pressure or unpredictable work environment, bringing a positive approach to challenges. Recognizes potential stressors, accurately assesses own strengths and weaknesses, and takes positive steps to ensure continued functioning for self and team.
- **Collaboration** – Works effectively with others to achieve a shared goal. Approaches and receives others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position. Shares information and credit generously, accepts responsibility for own actions, and keeps commitments.
- **Conflict Management** - Focuses on resolving conflict in a sensible, fair, and efficient manner, without blaming. Approaches conflict with win-win strategies; keeps emotions under control; remains open to others' ideas and alternative ways of solving problems.
- **Decision Making / Decisiveness / Judgment** - Gathers and analyzes information skillfully and develops reasoned, alternative approaches. Is knowledgeable, prepared, and prudent in making wise, timely decisions. Processes verbal and numeric data effectively and understands patient implications of decisions. Is compliant with regulations and company policies.
- **Learner Attitude** – Demonstrates commitment to continuous learning and self-improvement. Looks for and readily takes advantage of learning opportunities; seeks increased responsibilities; asks for and offers help when needed. Demonstrates persistence and is able to overcome obstacles.

## Job Description Manager of Clinical Services

- **Work Standards** - Demonstrates compatibility with mission-driven work and shows sincere commitment to doing what is best for patients, air medical crew, and LifeFlight Eagle. Is able to critically evaluate his/her own performance and demonstrates high expectations for quality and safety. Approaches challenges with highest ethical standards.
- **Dependability** – Maintain work behavior that invites trust and reliance; role model positive attendance and punctuality standards; ensure work responsibilities are completed correctly and are covered when absent; arrive at meetings and appointments prepared and on time.
- **Innovation** – Meet challenges with creativity and resourcefulness; remain open to change, other ideas, and trying new things; generate suggestions for improving work processes and services.
- **Oral Communication** – Speak persuasively, with intention and thought, in both positive and negative situations; fully listen and get clarification; respond well to questions; demonstrate group presentation skills; participate in meetings without dominating others.
- **Written Communication** - Write clearly and informatively to accepted standards of grammar and spelling; present numerical data effectively; read and interpret written information; ensure adequate, effective communication with all shareholders to maintain company values, goals and culture.
- **Quality** - Demonstrate accuracy and thoroughness; look for ways to improve and promote quality; monitor and self-correct own work processes and outcomes; apply feedback from others to improve performance.
- **Quantity** - Meet productivity standards; complete work in a timely manner; strive to increase own and others' productivity; work efficiently and accurately.

### **QUALIFICATIONS**

The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job position.

- **Education and Experience** – Current Nurse licensed in the State of Missouri and Kansas required. Additional license may be required if indicated for service area. Minimum of five years ALS/critical care transport experience as a medical crew member, required. Minimum of three years of supervisory experience, required.. Must have all education and experience qualifications as described in the Flight Nurse Job Description. Bachelor's degree required. ; Master's degree preferred. Knowledge and experience of Commission on Accreditation of Medical Transport Systems (CAMTS) standards preferred. Knowledge of all related federal, state, local and medical transport industry safety/regulatory practices.
- **Language Skills** – Ability to read and interpret general medical documents, policies and procedures, and regulatory guidelines. Ability to write medical reports and meet documentation requirements of the job. Ability to present information effectively and respond appropriately to questions from internal and external patients, employees, and the general public. Ability to speak and hear clearly without impairment.

## Job Description Manager of Clinical Services

- **Mathematical Skills** – Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- **Reasoning Ability** - Ability to prioritize, organize and handle multiple tasks and projects simultaneously.
- **Computer Skills** - Proven computer experience with most current data base and software applications needed to perform the essential duties of the job position (e.g., Microsoft 365, Microsoft Excel, electronic medical record systems, Microsoft Teams, etc.)
- **Certificates, Licenses, Registrations** –Registered Nurse licensed in the State of Missouri and Kansas required. Additional license may be required if indicated for service area.

Must have all Certificates, Licenses, and/or Registration requirements as listed in the Transport Nurse job description.

### ***WORKPLACE CONDITIONS***

The following describes working conditions, in general. The Physical / Environmental Demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job duties described in this job description.

- **Physical / Environmental Demands** - While performing the duties of this job, the employee may require the ability to:
  - Must be able to pass Fit for Duty Assessment prior to employment and on an annual basis.
  - Must be able to provide excellence in patient care while being subject to the eight significant stresses of flight and altitude; including but not limited to:
    - Decreased partial pressure of oxygen;
    - gas expansion;
    - acceleration / deceleration;
    - decreased humidity
    - noise;
    - vibration;
    - thermal stress; and
    - fatigue
  - Demonstrate fine motor skills required to successfully complete the approved invasive patient procedures.
  - Must be able to fit comfortably into the aircraft compartment space allotted for medical care and capable of performing all patient care procedures in the confined area of the Air Ambulance, withstanding turbulence.
  - Enter, exit, kneel, crouch, and sit frequently (> 50% of time) in an Air Ambulance up to 100% of the time in travel by air;
  - frequently (> 50% of time) speak and hear effectively in team and/or one-on-one conversations;
  - frequently (> 50% of time) walk, stand, squat, bend, kneel, climb, push, and pull;
  - frequently (> 50% of time) use hands; reach with hands and arms – overhead and other; and
  - frequently (> 50% of time) lift/carry patients up to an average of 200 pounds to a level of three feet using approved body mechanics.

**Reports to:** Vice President of Clinical Services  
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**Revised** – May 2022  
Page 6 of 7

**Equal Opportunity Employer**

**Job Description  
Manager of Clinical Services**

- **Work Environment / Conditions** - While performing the duties of this job, the employee will be exposed to the following work environment/conditions:
  - Able to work all shifts and hours
  - Frequent exposure to confined space, turbulence, and eight stresses of flight identified in Physical / Environment demands.
  - Frequent exposure to year round outside temperatures, including all extreme temperatures.
  - Frequent exposure to all noises, including but not limited to, sirens rescue tools, and all environmental noises.
  - Frequent exposure to blood/body fluid.
  - Frequent exposure to chemicals or hazardous waste materials handled or present.
  - Exposure to unprotected sites including busy roadsides, high rise rescue situations, confined space rescue situations, water rescue, unstable wrecked motor vehicles, unsecured crime sites, etc.
- In addition to these requirements, LifeFlight Eagle flight personnel must adhere to the following guidelines:
  - No ingestion of intoxicants while on duty or within 8 hours prior to duty;
  - No flying for 24 hours after donating blood;
  - No flying with severe sinus congestion; and
  - Other as reviewed on a case by case basis.

I have read and understand this written job description for the LifeFlight Eagle Manager of Clinical Services and believe I am fully capable of performing the requirements of this job position.

\_\_\_\_\_  
**Employee signature**

\_\_\_\_\_  
**Date**