STATE OF CALIFORNIA

EMERGENCY MEDICAL SERVICES AUTHORITY

DUTY STATEMENT

GS 907T (REV. 04/02)

SHADED AREA FOR HUMAN RESOURCES ONLY

INSTRUCTIONS: Refer to the Payroll and Personnel Procedures Manual (PPPM) for Duty Statement Instructions.

RPA-	EFFECTIVE DATE:
15-025	

1. DGS OFFICE OR CLIENT AGENCY EMS Authority	POSITION NUMBER (Agency - Unit - Class - Serial)
2. UNIT NAME AND CITY LOCATED Emergency Medical Services Systems Division	3. CLASS TITLE Staff Services Analyst (General)
4. WORKING HOURS/SCHEDULE TO BE WORKED 8:00 a.m. to 5:00 p.m. - Flexible	5. SPECIFIC LOCATION ASSIGNED TO Sacramento
6. PROPOSED INCUMBENT (If known)	7. CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 312-800-5157-901

YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.

8. BRIEFLY (1 - 3 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS

Under supervision of the Chief Deputy Director, this position will provide statewide data related services to the Local Emergency Medical Services Agencies (LEMSAs) regarding Health Information Exchange (HIE). Under general supervision, this position has responsibility for assisting in the development and review the HIE programs and documenting the status of those programs. In addition, this position provides support for an HIE grant from the Office of the National Coordinator for Health Information Technology (ONC).

9. Percentage of time performing duties	10. Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. *(Use additional sheet if necessary)*
30%	**ESSENTIAL FUNCTIONS** The Staff Services Analyst (SSA) functions as a first level journeyperson and provides planning and implementation of HIE activities. Under supervision, incumbent will provide general input to HIE issues which may have program, policy, and fiscal impacts. The incumbent must have a general knowledge and understanding of healthcare systems in California, including patient care documentation, local health care systems, and data. The capability of HIE and electronic patient care record (ePCR) bi-directional communication between providers and hospitals is a newer concept in EMS that has potential to be controversial with EMS system stakeholders. The incumbent must have a general level of interpersonal skills and the ability to participate in sensitive conversations with EMS system stakeholders. The position requires an understanding of routine data analysis and evaluation methods. The successful candidate must be able to use the MS Office Suite of programs and other data related tools. The position collaborates and coordinates with other professional and technical staff and requires the ability to use information technology and computers in carrying out activities. Assist in providing general direction to LEMSAs which support day-to-day EMS activities related to HIE, data, and emergency preparedness. • Evaluate the status of HIE readiness of providers and local EMS agencies. Provides results to management and makes recommendations on findings. • Review the various LEMSA HIE protocols to verify compliance with the regulations. • Work in a team environment to identify data issues which impact HIE. • Reviews and identifies data issues related to ePCRs. Makes recommendations to management on corrective action. • Review, analyze and organize HIE related local assistance grants information. Prepares and presents findings in a report format to management.
30%	Provides assistance to local EMS agencies on implementation and monitoring of HIE projects and

	develops technical HIE progress reports. Obtains progress reports from local EMS agencies and contractors for state HIE and ePCR system readiness. • Assesses and evaluates EMS data and trauma data compatibility with HIE software and the ONC CRM (Customer Relationship Management) software. Researches and provides alternatives/solutions if compatibility isn't met. • Monitors compatibility of ePCR software, HIE direct and messaging software, and EHR software as part of an interoperable bi-directional HIE system. If not compatible, conducts studies and research to determine resolution to incompatibility. Presents finding and makes recommendations to management. • Identifies and provides viable options for improvement and/or trouble shooting data issues related to HIE and ePCRs. • Provide analytical support to the ONC HIE grant operations including making recommendations to improve policy and procedures.
15%	Research and develop standards for HIE data by performing analytical studies and prepare special reports and supportive materials as required. • Assist staff in developing data regulations. • Assist staff in promoting HIE implementation. • Analyze, compose and provide appropriate HIE documents to ONC grant partners utilizing the Microsoft Office Suite. • Assist in developing draft regulations related to HIE or data standards and implementation that conform to NEMSIS 3 and HL7 specifications.
10%	Provide analysis and reports on grant development issues and works as part of a team to track grant activities. • Provides analysis to ensure grant goals and objectives are met. If after analysis, goals and objectives are not met, presents viable options and recommendations for compliance. • Track grant activities, produces reports and analyzes the data. • Provides periodic updates to management on the status of these grant activities. • Reviews legislative bills to determine impact to the program function and performs bill analyses when applicable.
10%	Assist in organizing the annual HIE conference. • Develop forum brochures and syllabus using appropriate software. • Provides input for conference site selection contract negotiations for space, equipment and incidentals, as required. • Coordinates and oversees the mailing and registration process for all attendees. • Provide support for forum registration staff at onsite registration by problem solving for any issues that arise.
5%	**MARGINAL FUNCTIONS** Attend meetings and provides input to management on specific issues related to HIE and health care data collection and analysis.
	KNOWLEDGE AND ABILITIES Knowledge of: Principles, practices, and trends of public and business administration, management, and supportive staff services such as budgeting, personnel, and management analysis; and governmental functions and organization. Ability to: Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively; consult with advise administrators or other interested parties on a wide variety of subject-matter areas; and gain and maintain the confidence and cooperation of those contracted during the course of work.

DESIRABLE QUALIFICATIONS

- Good writing skills.
- Ability to work on own and in team environment.
- Professional, courteous, and positive demeanor.
- Self-starter, detail oriented, and ability to multi-task complicated projects.
- Proficient in MS software (Word, Excel, Access, PowerPoint), on-line databases, and collaboration tools.
- Experience with data systems or data development.
- Experience with health care data systems.

INTERPERSONAL SKILLS

- Work well as part of a team and independently as necessary.
- Build good working relationships with constituents, colleagues, and consultants.

WORK ENVIRONMENT, MENTAL, AND PHYSICAL ABILITIES

- Office environment, business dress for a professional office.
- Present self professionally.
- Ability to effectively handle stress, multiple tasks and tight deadlines calmly and efficiently.
- Ability to communicate confidently and courteously with people of different backgrounds, different ethnic origins, and different personality types; with the general public, private sector professionals and people of various level of responsibility within state, local and the federal government.
- Ability to consistently exercise good judgment and effective communication skills.
- Ability to use a computer.
- Ability to travel on an occasional to moderate basis and occasionally work overtime.

SPECIAL PERSONAL REQUIREMENTS

Willingness as learner to do routine or detailed work in order to learn the practical application of administrative principles.

During emergency operations, may be required to work in EMSA's Departmental Operations Center, other governmental Emergency Operations Centers or in EMSA's field Mission Support Team to provide assistance in emergency response and recovery activities. Staff is required to complete emergency management and Incident Command System (ICS) training based on their respective roles in a response and participates in periodic departmental and statewide readiness drills and exercises.

Under these emergency operations, staff need to work effectively and cooperatively under stressful conditions with short lead times; work weekends, holidays, extended and rotating shifts (day/night); and may be required to travel statewide for extended periods of time and on short notice.

11. SUPERVISOR'S STATEMENT: ***I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE***

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
Daniel R. Smiley		

12. EMPLOYEE'S STATEMENT: ***I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT***

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise to balance the workload.

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE