



LIFEFLIGHT OF MAINE

JOB DESCRIPTION CHIEF OPERATING OFFICER

Job Title: Chief Operating Officer

Reports To: Executive Director

Job Location: Bangor (Central Office) Lewiston, Sanford Maine with principal operations office located in Bangor

I. Organizational Overview of LifeFlight of Maine

LifeFlight of Maine LOM, established in 1998 is a private non-profit organization with a large Public statewide mission to assure the availability of a state-of-the-art critical care /air medical transport system serving all of Maine with a special emphasis on increasing access to specialist and tertiary care for rural communities.

Mission Statement: The mission of LifeFlight of Maine is transforming the existing critical care transport system into an integrated, high quality, patient centered system, continually improving and worthy of the public's trust.

LifeFlight's stated objective is to be considered nationally and internationally as demonstrating the highest levels of safety, quality, and innovation. **LifeFlight is one three related organizations which also include the LifeFlight Foundation, (LFF) an independent not for profit charity located in Camden ME which supports LifeFlight's mission, and the (proposed) LifeFlight of Maine Aviation Services (LAS) also located in Bangor ME which supplies LifeFlight's aviation services.**

The Chief Operating Officer (COO) will assist the Executive Director (ED) and lead in managing all facets of the operations to assure implementation and accomplishment of annual goals and to fulfill organizational mission and objectives. **The LOM Chief Operating Officer will also work closely with the lead executives in the LifeFlight Foundation and LifeFlight Aviation Services to assure LifeFlight's overall mission and vision.**

II. Position Summary

Work with the ED and the LOM, LFF, and LOMAS management team to:

- A. Implement and maintain the organization's vision, mission, and values.
- B. Develop and/or assure compliance with all necessary policies and procedures
- C. Implement policies with the respective management team(s) as directed by the Executive Director
- D. Ensure that all systems and processes are designed to support optimal operational, financial, and safety performance.
- E. Support the development of the annual budget and provide ongoing variance analysis as required
- F. Work in close collaboration with the Medical Directors, Chief Financial Officer, Chief Clinical Officer and the Executive Director/COO of the LifeFlight Foundation and the Director of LifeFlight Aviation Services
- F. Serve in the capacity as Executive Director in his/her absence

III. Position Responsibilities.

Strategic Leadership:

- A. Assist in the implementation of the mission, vision and strategic plan developed and approved by LifeFlight Management/ Steering Committee
- B. Assist in creating a singular organizational culture by integrating the multiple operating bases, aviation operations, medical communications, and employees of multiple organizations assigned to LifeFlight.
- C. Assure the safety, financial and operational integrity of LifeFlight
- D. Demonstrate knowledge of the principles and practices of air / critical care medical transport and EMS administration and management.
- E. Assist in the preparation of comprehensive reports designed to improve performance and the practice of transport medicine.
- F. Assist the ED in interactions with all applicable partner organizations, regulatory agencies, policy entities that have effect on LifeFlight operations
- G. Assist the ED in the performance of related work as required and requested by the Steering Committee or by the NLH and CMH administrative designees.

Finance:

- A. Implement annual organizational goals and objectives to meet financial performance key performance indicators
- B. Maintain sound fiscal operations including meeting operating goals and develop and monitor the capital equipment replacement and purchase plan in conjunction with the ED and CFO.
- C. Oversee with the CFO LOM purchasing using LEAN principles and interface with EMHS finance
- D. Prepare Requests for Proposals as directed.
- E. Assist in developing, negotiating and manage all professional services and vendor contracts.
- F. Manage interface with MedComm.
- G. Be familiar with state, regional, and/or national changes in healthcare, financial and operational regulations as well as trends/practice standards that will/could impact LifeFlight operations.
- H. Develop working contemporary knowledge of Maine and Federal tax law as it relates to nonprofit and charitable organizations

Operations:

- A. Oversee preparation of monthly integrated operational balanced scorecard and performance improvement active
- B. Manage aviation, MedCOMM,(medical communication center) contracts administration
- C. Manage ground ambulance relationships and contract administration
- D. Develop and maintain IT and data systems necessary to support operations
- E. Lead and oversee LOM Risk, Analysis, and Performance Team
- F. Actively participate in LOM multi-disciplinary quality and performance improvement team
- G. Support LOM just and accountable culture system
- H. Manage property and facility contracts and leases
- I. Maintain a regular presence at each LOM operational base.

Risk, Safety and Quality:

- A. Assist in overseeing, monitoring and updating LifeFlight's Integrated Risk, Quality, and Safety Management System. (IRSQMS)
- B. Assist in maintaining safety practices in operations consistent with best practices of the

National Transportation Safety Board, and national accrediting organization

C. Support LifeFlight's Just and Accountable Culture system

D. Assist in ongoing review and updating of integrated operational, venture, and enterprise risk management plans.

Outreach/Growth:

A. Develop, implement, and update strategic long-range plans including related business plans to support organizational philosophy, goals, and financial objectives.

B. Develop expertise in and deliver public presentations on behalf of LOM

C. Actively participate in and support Foundation fundraising events

IV. Qualifications

The following qualifications are the minimum requirements necessary to adequately perform this job. However, any equivalent combination of experience, education, and training which provides the necessary knowledge, skills, and abilities is acceptable, subject to any legal and/or regulatory requirements.

A. Education and formal training:

- Bachelors degree with Masters degree preferred in clinical care, healthcare administration, public health, business administration, public **administration, or a related field preferred.**
- Significant experience in dyad driven organizations. Medical transportation service management preferred.
- Practice licensure at paramedic level or greater and certifications / qualifications for flight medicine preferred but not required

B. Work experience:

- Three to five years of progressive management experience in a comparable healthcare organization.
- At least three consecutive years of management experience in medical transportation services or related field in the last five years.

V. Competency / Skills:

- Self-directed and able to work independently in a variety of environments
- Ensure organizational productivity.
- Able to gain general working knowledge of a broad scope of topics and apply that knowledge to perform job functions
- Ability to analyze and interpret data and apply gained knowledge in the performance of job functions
- Strong people and project management skills and ability to facilitate diverse groups to reach successful outcomes within desired timelines
- Exercise a high degree of judgement, initiative, discretion, and decision-making.
- Establish relationships with healthcare and EMS systems policy-making bodies and the public.
- Establish and attain organizational goals and objectives.
- Excellent communications and interpersonal skills to effectively articulate organizational policies to staff, outside organizations, and the community at large. Additionally, should have strong leadership, analytical, and organizational skills.
- Ability to work in an evolving healthcare environment.

- Experience in LEAN management and principles
- Have an excellent motor vehicle driving record
- Develop working knowledge of Federal Aviation law and regulations
- Develop working knowledge of healthcare reimbursement
- Have substantial experience in community relations and public affairs, with the ability to build important relationships with business, community, medical, social, and religious leaders.

This is a salaried position which requires travel to support LifeFlight of Maine's base sites and primary service area to perform job functions.

The position requires regular extensive travel throughout the State of Maine, occasional travel out of state, and regular attendance including weekend fundraising events.

The successful candidate will have high flexibility and a strong work ethic understanding that position responsibilities may vary at times, and the need to be receptive to additional responsibilities that may be reasonably assigned by the ED and the knowledge that processes are subject to change per organizational growth.

The individual in this position will be a key part of the succession planning of the LifeFlight organization

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