



**LIFEFLIGHT OF MAINE
JOB DESCRIPTION CLINICAL BASE MANAGER**

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

Job Title: Clinical Base Manager
Reports To: LifeFlight Chief Operating Officer, LifeFlight Clinical Director of Operations, Director of Nursing or assigned CMMC, EMMC, and LOM Medical Directors
Job Location: EMMC Bangor, CMMC Lewiston, Sanford

Job Description Summary

LifeFlight's stated objective is to be considered nationally and internationally as demonstrating the highest levels of safety, quality, and innovation. The Clinical Base Manager (CBM) provides management and oversight of managing LifeFlight clinical staff to assure accomplishment of organizational vision, mission, values, and objectives.

The CBM is a LifeFlight clinical position and with regular clinical assignment in providing all modes of LifeFlight transport and must meet all hiring and ongoing job requirements for assignment to LifeFlight.

Patient services and clinical coverage of transport is first precedent and priority for LifeFlight.

The CBM is a salaried position with shared leadership responsibilities for LifeFlight and base hospitals (EMMC and CMMC) which requires travel to support LifeFlight of Maine's base sites and primary service area to perform job functions. The job may require occasional national travel as needed for training, certifications, conferences, or as directed

The CBM works in a small dynamic administrative team at LifeFlight. The CBM jointly direct reports to LifeFlight's Director of Clinical Operations, LifeFlight's Chief Operating Officer, and EMMC's or CMMC's Directors of Nursing / VP Clinical Services or as assigned.

The CBM is appointed by the Executive Director with concurrence by Central Maine Medical Center, Eastern Maine Medical Center and Meridian Mobile Health as applicable. The CBM will provide leadership, directions, and administration support of all aspects of LifeFlight of Maine ("LOM") to ensure accomplishment of organizational mission and objectives. The CBM reports to the Director of Clinical Operations and receives broad direction from the Executive Director and Medical Directors

The CBM is directly responsible to the Director of Clinical Operations for the daily management and integration of LOM activities at each respective facility. In addition, the CBM Manager manages CMMC, EMMC and Northern Light Medical Transport personnel when they are assigned for LOM duties and responsibilities. The CBM oversees and provides leadership to a high reliability transport team while also providing direct patient care to neonatal, pediatric and adult ground, fixed wing and rotor wing services providing a full range of critical care and critical care transport from ECMO to NICU transport.

The CBM is committed to Maxwell Principles and Just and Accountable Culture. Each CBM will also provide lead coordination support for one of LifeFlight team working committees and coordinators:

- Quality/Research
- Risk and Safety
- Public Relations/ Outreach

The position requires regular extensive travel throughout the State of Maine, occasional travel out of state, and occasional attendance at weekend 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 Executive Director and the knowledge that processes are subject to change per organizational growth.

WORKING ENVIRONMENT: Regular full time with call requirement as needed. Fast paced dynamic clinical high performance team environment

Responsibilities:

The CBM will:

1. Maintain applicable professional licensure and serve as an active member of the flight medical crew. Works at least 6 regularly scheduled shifts a month and as needed for coverage.
2. Participate with the Director of Clinical Operations, Chief Operating Officer and Executive Director in establishing, implementing, and maintaining the organization's vision and mission
2. Implement policies and protocols as directed by the Chief Operating Officer, Director of Clinical Operations and Medical Directors.
3. Review all operational paperwork, including scheduling, debriefing, incident reports, etc.
5. Provide direct supervision of the LOM Flight personnel on LOM matters.
6. Manage flight personnel when on assignment to LifeFlight of Maine. Coordinates schedules with primary employers for non-patient mission activities of assigned personnel. Attends / schedules staff meetings.
7. Oversee and monitor all clinical activities relative to LifeFlight of Maine organizational goals.
8. Keeps current on changes in the industry, new protocols and equipment to maintain High standards of clinical care delivered by LOM.
9. Act as authorized representative of the Director of Clinical Operations, Chief Operating

- Officer and Executive Director with other healthcare organizations, EMS organizations, and governmental agencies.
10. Serve as liaison to all standing LOM Committees, and applicable EMS Region Office.
 11. Assists in establishing a problem identification and resolution system that includes EMMC, CMMC, MMH, communications center, physicians, and medical and aviation personnel.
 12. Assists in the development and monitors a comprehensive marketing and public relations program.
 13. Ensures that all services provided by LifeFlight meet compliance and licensure standards of the State of Maine Office of EMS, Maine State Nursing Board and other applicable State and Federal Agencies.
 14. Generally work with the Director of Clinical Operations and Executive Director as a spokesperson for LifeFlight in matters relating to public relations and interaction with other EMS and hospital providers.
 15. Work with the Director of Clinical Operations Executive Director to represent LifeFlight at the New England Air Alliance and other regional and national organizations
 16. Develop and maintain comprehensive personnel and operational policies and procedures that meet applicable State and/or Federal Standards; and ensure program policies, standards and procedures are consistently administered.
 17. Maintain employee files and assurance adherence to licensing and certification requirements.
 18. Maintain personal professional affiliations and enhance professional growth.
 19. Maintain practice licensure at paramedic level or greater and certification/qualifications for flight medicine.
 20. Perform related work as required and requested by the Director of Clinical Operations
 21. Ensure that all public communication is coordinated with and sanctioned by the Executive Director.
 22. Maintain supplies and equipment inventory and track usage.
 23. Complete annual employee performance evaluations in a timely manner.
 24. Collaborate with the Director of Clinical Operations, Medical Directors, and parent organization human resource staff in matters regarding disciplinary action both in documentation and delivery of counseling and ensures "just culture" approach in areas involving discipline or remediation.
 25. Directly responsible for standardization across LOM in equipment, supplies, and Workflow processes.
 26. Oversees the maintenance of regulatory compliance (CAMTS, JACHO, MEMS, etc)
 27. Participate with the Executive Director in establishing, implementing, and maintaining the organization's vision and mission.
 28. Develop and implement policies as directed by the Executive Director.
 29. Contribute to the development of strategic long-range plans including related business plans to support organizational philosophy, goals, and financial objectives.
 30. Report regularly to the Executive Director on current operational and financial trends, problems, and activities related to LifeFlight of Maine.
 31. Review all operational paperwork, including scheduling, debriefing, incident reports, etc. 32. Oversee daily flight personnel when on assignment to LifeFlight of Maine.
 33. Provide final review of schedules with primary employers for non-patient mission activities of assigned personnel. Attend schedules staff meetings.
 34. Oversee and monitor all clinical activities relative to LifeFlight of Maine organizational

goals.

35. Keep current on changes in the industry, new protocols and equipment to maintain High standards of clinical care delivered by LOM.
36. Represent Lifeflight of Maine on MEMS committees as assigned by Director of Clinical Operations and Executive Director.
37. Provide oversight of assigned LOM committees and assure workplan completion
38. Ensure that all IRIS reports are investigated and follow up is complete as applicable
39. Develop, coach and mentors staff
40. Monitors customer satisfaction survey (RSQ911) and monitors follow up by crews.

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:

- Graduate from an accredited school of nursing or paramedicine
- Current or obtained licensure as registered nurse or paramedic in Maine
- A Bachelor's degree in nursing or health related field or in process with Master's preferred.
- A minimum of five years in critical care nursing or transport experience required including experience in an ICU/CCU/CSU/PICU/NICU demonstrating comprehensive management of the critical care patient required.
- At least 3 years of experience flight and critical care transport with pediatric experience preferred.
- CCRN, CFRN or CEN, FP-C certification preferred prior to hire
- CCRN and CFRN and/or FP-C must be completed within 18 months of hire
- ACLS and PALS required. NRP, TNCC, STABLE, Advanced PHTLS, and ATLS required within 6 months if not currently held.

B. Work experience:

- Three to five years of progressive leadership experience in medical transportation services or related field.
- A current US Passport is required

C. Physical Requirements

- The base manager provides all modes of transport services.
- Must meet and maintain annual LifeFlight physical agility evaluation and weight restriction (less than 210 pounds at time of hire) and BMI
- Unrestricted call as needed

V. Competency / Skills:

- Self-directed and able to work independently in a variety of environments
- 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

- Ensure organizational productivity.
- Exercise a high degree of judgement, initiative, discretion, and decision-making.
- Establish relationships with 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.
- Demonstrates effective interpersonal communication skills, teamwork, and self- directed organizational skills.
- Management leadership experience with effective collaborative, problem solving, and Teaching skills.
- Ability to manage customer complaints and staff issues effectively.
- Lifelong learner with regular commitment to transport medicine, quality LEAN, patient safety, and healthcare management