



JOB DESCRIPTION
VICE PRESIDENT OF CLINICAL SERVICES

MISSION

LifeFlight Eagle is dedicated to serving our community by providing safe, quality air transport of critically ill and injured persons in a timely and cost effective manner.

SUMMARY OF DUTIES

The Vice President of Clinical Services provides leadership and clinical management of the LifeFlight Eagle medical transport system, and serves as the senior manager integrating business development with clinical staff and operations. Serves as a senior manager with a direct reporting relationship to the President/CEO, and is directly accountable for internal and external clinical aspects of the program. Fulfills administrative duties as well as completes technical activities necessary to assure alignment to the program mission and vision.

This position is responsible for the highest quality patient services attainable by the organization within obtainable resources, while ensuring a cost effective operation. This individual selects, motivates and provides for the growth of a qualified staff; attains optimal contributions from the LFE medical staff. The Vice President of Clinical Services assures that a staff of appropriately trained, duly certified and licensed practitioners provides high quality medical care. This individual ensures a safe and efficient physical environment, and establishes a problem identification and resolution system.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Essential duties include:

1. Client Service Advocate

- Assure excellent patient care, safe operations, high customer satisfaction and program success through the operational integration of clinical, aviation, and communication functions; Provides supervision of the Director of Business Development, Manager of Clinical Services, and base supervisors.
- Assure operational integration of clinical functions to achieve program success, high customer satisfaction, excellent patient care and safe operations.
- Identify potential opportunities for clinical service line expansion, and prepares related business proposals for Executive Team review and approval. Oversees implementation of organizational initiatives, builds relationships with business partners, serves as primary liaison, and communicates as appropriate to insure successful relationships.
- Initiate and facilitates 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.



JOB DESCRIPTION
VICE PRESIDENT OF CLINICAL SERVICES

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 departmental goals clearly align to the company's mission and values, and that the mission and values are applied in all day-to-day operations.
- Supervise assigned staff, including recruiting, hiring, work assignment, evaluation, disciplining, and coaching of employees; encourage continuing education and professional development; provide work-related training.
- 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 in establishing performance standards, policies and procedures, and processes for compliance with all regulations.
- Serve in an administrative role with the transport program Medical Director. Works closely with sponsor organizations and their respective systems, and with multi-state network of service users.
- Insures work of assigned staff with vendors, program staff and users to 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, and medical and hazardous waste disposal.
- 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 management, staff and contracted personnel.
- Work with Vice President of Program Operations to monitor and assure aviation operations compliance.
- Serve as a role model and mentor for assigned staff by consistently demonstrating professionalism.
- Assume responsibility for professional development and the integration of acquired knowledge and skills into day to day operations.
- Participate on the LifeFlight Eagle Executive Team. Provides leadership to internal LFE committees (clinical, safety, and marketing). Represents the organization within the medical transport community and broader healthcare industry, and with trade and general media. Communicates LifeFlight Eagle performance and business/strategic plan updates to Executive Team and President/CEO.



JOB DESCRIPTION
VICE PRESIDENT OF CLINICAL SERVICES

3. Operations Management

- Responsible for oversight of all clinical aspects of the transport service, while efficiently managing the associated physical, financial and human resources responsibilities.
- Assist in developing the annual strategic and operational goals and objectives of LifeFlight Eagle and Clinical Services.
- Provide direct oversight of the Director of Business Development, Manager of Clinical Services and base supervisors, assuring communication and connectivity of remote based personnel to the overall LFE program.
- Propose, review and enforce LifeFlight Eagle policies and procedures by:
 - Communicating and interpreting policies and procedures to Director of Business Development, Manager of Clinical Services, base supervisors, flight team members, pilots, and mechanics.
 - Monitoring compliance with policies and procedures.
 - Ensuring corrective measures are taken if policies or procedures are not followed.
 - Reviewing policies and procedures and revise as needed at least annually.
- Ensure that the program performance metric goals (e.g. response times) are being achieved.
- Determine the needs, allocate resources, and resolve problems related to staffing, space, equipment and supplies. Prepare and monitor business plan, related budgets and monthly financial reports in conjunction with President/CEO. Insure compliance with plan and financial performance of the program. Maintain a sound fiscal system including operating and capital budget preparation and reporting, and a capital equipment replacement and purchase plan in conjunction with the President/CEO and Vice President of Program Operations.
- Assists in the development and implementation of the strategic plan of the organization by:
 - Participating in the ongoing review of LifeFlight Eagle goals and objectives.
 - Maintaining effective working relationships with healthcare facilities, EMS providers and law enforcement agencies in the base's primary service area.
 - Evaluating needs expressed by internal and external customers.
 - Participating on the Executive Team including, developing, implementing and monitoring strategic plans and implementation of programmatic solutions.
- Oversee all human resource activities of the medical staff to include hiring, termination, and staff evaluation. Develop and maintain staffing plans based upon volumes, patient acuity, anticipated workload, skill-mix and competency requirements. Assure compliance with LFE policies and procedures. Assist personnel in establishing performance standards, policies and procedures, and compliance with government regulations.
- Maintain high profile for LifeFlight Eagle through industry event attendance, speaking engagements, articles and other marketing techniques.



JOB DESCRIPTION
VICE PRESIDENT OF CLINICAL SERVICES

- Ensure compliance with all regulatory agencies and accrediting bodies. Minimize liability to the organization by anticipating problems, evaluating magnitude of the problem and taking actions to correct problem and/or reduce risk.

ESSENTIAL COMPETENCIES AND COMPANY EXPECTATIONS

The following competencies are required of the Vice President of Clinical Services:

- **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.
- **Results orientation** – Assist department 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 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 the company from business-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 company or its employees at risk.
- **Integrity and Ethics** - Treat people with respect and individuality regardless of their status or the situation; 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.
- **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.
- **Professionalism** – Uphold high work standards that reflect the company's purpose and goals; accept responsibility for own actions; react to challenges positively and calmly; provide leadership in maintaining highest technical and customer service standards for the benefit of the clients served.
- **Innovation** – Meet challenges with creativity and resourcefulness; remain open to change, other ideas, and trying new things; generate suggestions for improving work processes, services, and products.
- **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.



JOB DESCRIPTION
VICE PRESIDENT OF CLINICAL SERVICES

- **Written Communication** - Write clearly and informatively to accepted standards of grammar and spelling; edit work as needed; 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/or Experience** –
 - Registered Nurse, licensed in State of Missouri and Kansas, required.
 - Minimum of five years of supervisory or management experience in the direct supervision of health care/patient care services, working in a tertiary facility and/or critical care/air medical transport program, developing budgets and implementing programs within budgeting limitations.
 - Knowledge and experience of Commission on Accreditation of Medical Transport Systems (CAMTS) standards preferred.
 - Knowledge of all related federal, state, local and transport industry safety/regulatory practices.
 - Bachelor's Degree in Healthcare, Nursing, or Business required.
 - Master's Degree in Healthcare or Business preferred.
 - Experience in pediatrics, emergency center, intensive care, or pre-hospital, preferred.
- **Language Skills** – Ability to read and interpret general medical documents, policies and procedures, and regulatory guidelines. Ability to write reports and meet documentation requirements of the job. Ability to present information effectively and respond appropriately to questions from patients, employees, and the general public. Ability to speak and hear clearly without impairment.
- **Mathematical Skills** – Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.



JOB DESCRIPTION
VICE PRESIDENT OF CLINICAL SERVICES

- **Reasoning Ability** - Apply common sense understanding to carry out instructions furnished in written, verbal, or diagram form. Deal with problems involving several concrete variables in standardized situations.
- **Computer Skills** - Proven computer experience with most current database and software applications needed to perform the essential duties of the job position.
- **Certificates, Licenses, Registrations –**
 - Registered Nurse license in the State of Missouri and Kansas required. Additional license may be required if indicated for service area.
 - Critical Care RN (CCRN) and Critical Flight RN (CFRN), preferred.
 - Must never have been fined, excluded from, or have had any restitution obligations from a federal health care program.

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 Demands

LifeFlight Eagle is a 24 hours, 7 days a week operation. Employees may be required to work weekends, holidays, and as needed to ensure that our customers receive the highest level of service.

While performing the duties of this job, there is frequent sitting at a workstation, sometimes in a car, and some air travel. Able to speak and hear effectively in presentations, small groups, and/or one on one conversations. There is also walking around, standing, or sitting in meetings. One must also be able to use hands; reach with hands and arms; climb or balance; stoop; kneel; crouch; and from time to time, stand for extended periods of time at company required functions. Some light lifting of 10 to 20 pounds.

Work Environment

The work environment is a well-lighted, heated and/or air-conditioned indoor office/production setting with adequate ventilation, generally free of hazardous materials.