

Virginia Beach Department of Emergency Medical Services

Standard Operating Guideline - Operations

EMS Field Supervisor / Shift Captain Expectations and Responsibilities

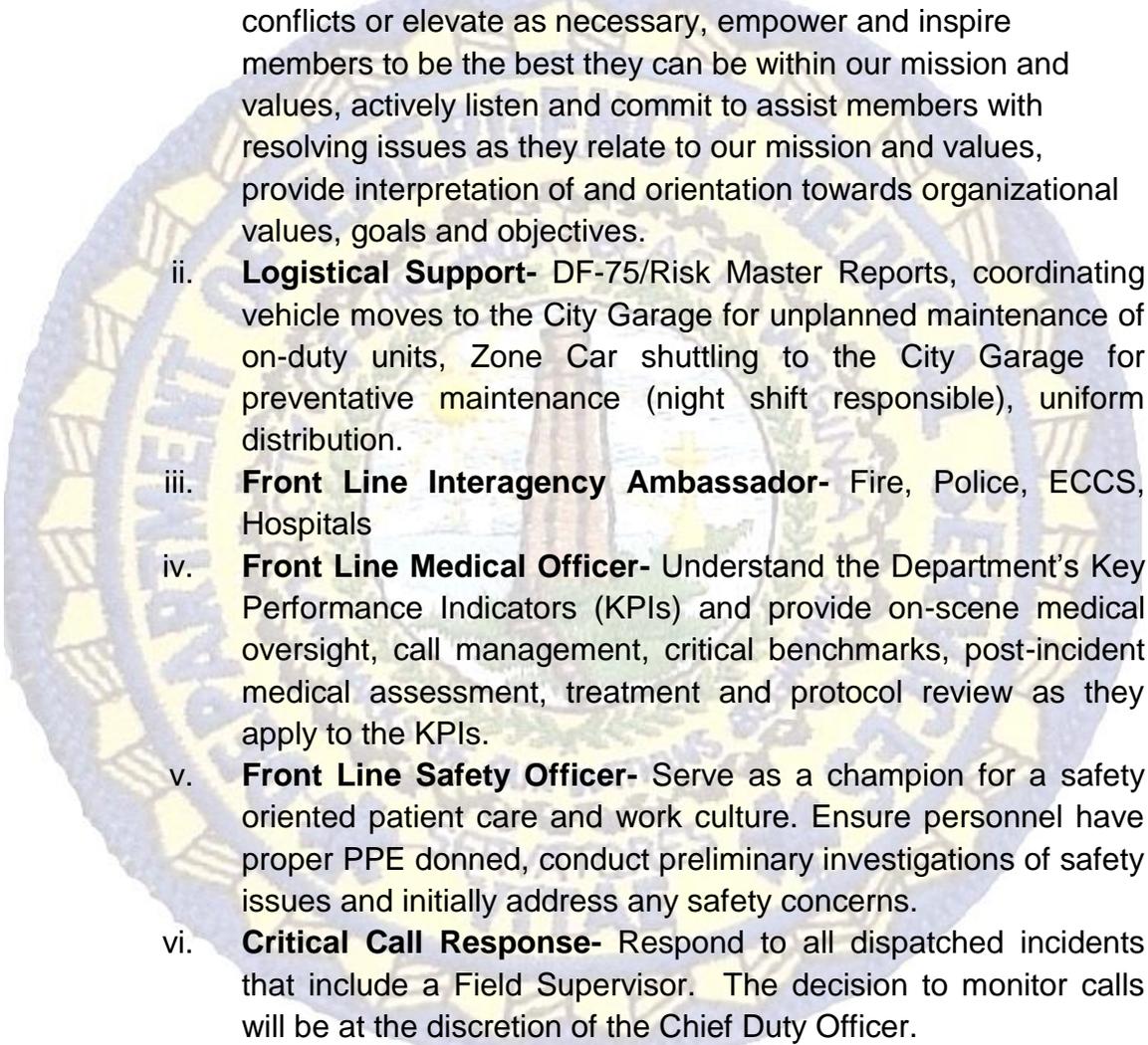
Purpose: The purpose of this Standard Operating Guideline (SOG) is to establish guidelines and provide direction to personnel in the EMS Field Supervisor and EMS Shift Captain roles and supplement Department policy, where required.

Applicability: This Standard Operating Guideline shall apply to all personnel supporting the EMS Field Supervisor program and all EMS Shift Captains.

Guidelines:

1. EMS Field Supervisor Program

- a. The Field Supervision Program is established to provide management and leadership for effective operations and support of all EMS personnel. The Field Supervisor is an officer or medic appointed to provide operational oversight and support to on-duty personnel. It is prudent that expectations and responsibilities are outlined for the Field Supervisor to follow in order for smooth coordination of operations. Field Supervisors are expected to lead by example and provide field supervision through a positive work ethic, self-control, stress tolerance, personal resiliency, adaptability, self-confidence, self-reliance, humility, and the ability to suspend judgement when dealing with members, assisting agencies, and the public.
- b. The EMS Field Supervisor is responsible for the day to day operational oversight and coordination of field assets during normal shift routines and incident responses. The Field Supervisor is expected to pro-actively manage the system to ensure that the most appropriate resource(s) is (are) assigned to an incident in an efficient and timely manner. In addition, the Field Supervisor is responsible for ensuring providers are afforded opportunities for breaks, when feasible, and will make efforts to ensure field personnel get off on time (when feasible). At all times, the priority is to answer 911 calls for service.
- c. Additional expectations:

- 
- i. **Member Support-** CAD/EMR issues, radio communications, day of schedule maintenance, day of OSCAR maintenance, train/mentor/coach members daily, reinforce and celebrate member successes and accomplishments, promote an open and supportive work environment through consistent and equal application of VBEMS policies and standard operating guidelines (SOG's), promote open communications between all department members, resolve interagency and member conflicts or elevate as necessary, empower and inspire members to be the best they can be within our mission and values, actively listen and commit to assist members with resolving issues as they relate to our mission and values, provide interpretation of and orientation towards organizational values, goals and objectives.
- ii. **Logistical Support-** DF-75/Risk Master Reports, coordinating vehicle moves to the City Garage for unplanned maintenance of on-duty units, Zone Car shuttling to the City Garage for preventative maintenance (night shift responsible), uniform distribution.
- iii. **Front Line Interagency Ambassador-** Fire, Police, ECCS, Hospitals
- iv. **Front Line Medical Officer-** Understand the Department's Key Performance Indicators (KPIs) and provide on-scene medical oversight, call management, critical benchmarks, post-incident medical assessment, treatment and protocol review as they apply to the KPIs.
- v. **Front Line Safety Officer-** Serve as a champion for a safety oriented patient care and work culture. Ensure personnel have proper PPE donned, conduct preliminary investigations of safety issues and initially address any safety concerns.
- vi. **Critical Call Response-** Respond to all dispatched incidents that include a Field Supervisor. The decision to monitor calls will be at the discretion of the Chief Duty Officer.
- d. The primary system management responsibility will be accomplished by the Field Supervisor assigned to EMS-1 and EMS-2. If both Field Supervisors assigned to those units are not available, EMS-3 (if staffed) and EMS Chief 10 will assume this role.

2. EMS Shift Captain

- a. The EMS Shift Captain is an officer that provides oversight and support to on-duty personnel at the Field Supervisor level. The EMS Shift Captain serves as the Medical Officer for the shift and directs all on-duty personnel engaged in delivering EMS services. Due to the responsibilities associated with this position, this role will always be assumed by a career EMS Captain and one of the EMS Field Supervisors will always be staffed by a career EMS Captain. The role of the EMS Shift Captain may be shifted amongst career captains on any given shift.
- b. The EMS Shift Captain is expected to follow all expectations and responsibilities of the Field Supervisor in addition to the following:
 - i. **Shift Scheduling-** Maintain daily schedule to include daily line-up, maintain leave requests, set-up work cycle schedule, load medics monthly to OSCAR, hire back overtime when staffing is below minimum levels
 - ii. **Evaluation of Direct Reports-** Review EMR validity reports at least once weekly, conduct initial disciplinary investigations, review all RSI cases that occurred during your shift utilizing the EMR CQI Review Module, interface with the Continuous Quality Improvement (CQI) officer to discuss trends with patient care providers, work with ALL members to improve system and individual work performance and quality of work life following VBEMS identified performance improvement plans, and work with ALL members to ensure completion of individual and organizational goals and objectives
 - iii. **Equipment Maintenance-** Monitor and maintain vehicle check-off sheets (to include supervisor vehicles), manage quarterly drug box inventory (when requested), maintain accurate operational supply cache and order at designated times.
 - iv. **Payroll-** Maintain and closely monitor direct report time sheets including accurate and timely submissions per established guidelines.
 - v. **Special Events/Ancillary Duties-** Must work/plan one special event per calendar year, member of one (minimum) City or Department committee/workgroup.
 - vi. **Meeting Attendance/Training-** Attend all mandatory officer staff meetings and be prepared to instruct and/or proctor, as needed, by the Training Branch during in-service classes. Create Category 2 In-service classes and instruct, as needed.

ORDERED:



7/1/2019

EMS Deputy Chief

Date

Effective Date: July 1, 2019

Revised:

