

	4205	Trauma Program Manager Responsibilities and Qualifications
Nor-Cal EMS Policy & Procedure Manual	TRAUMA CARE SYSTEM	
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AUTHORITY:

Health and Safety Code Division 2.5, California Code of Regulations, Title 22, Division 9, Chapter 7.

PURPOSE:

To define the minimum qualifications for a trauma program manager within a designated trauma center in the NOR-CAL EMS region.

POLICY:

I. Trauma Program Manager Role:

The trauma program manager develops, implements, and evaluates a facilities trauma program. The trauma program manager assists in daily trauma operations and establishes and monitors quality improvement standards and processes in collaboration with the trauma medical director. Additionally, they function as a liaison between their facility and NOR-CAL EMS.

II. Minimum Qualifications for a Trauma Program Manager (Level III and IV):

1. A registered nurse licensed in the State of California.
2. Possess three (3) to five (5) years of emergency department, intensive care, or surgical experience with knowledge and experience in the care of the adult and/or pediatric trauma patient;
3. Possess certification as either an Emergency Nurse (CEN) or Critical Care Registered Nurse (CCRN);
4. Current Advanced Cardiac Life Support (ACLS) and Pediatric Advanced Life Support (PALS) certification;
5. Successfully complete and maintain the Emergency Nurses Association's Trauma Nurse Core Curriculum (TNCC) or equivalent course within six (6) months of appointment;
6. Complete, and provide on request, a minimum of sixteen (16) hours (internal or external) trauma related continuing education annually;
7. Prior experience and knowledge of trauma center and trauma system operations is preferred, yet not required;
8. Possess knowledge of NOR-CAL EMS policies and procedures as they relate to the trauma care system;
9. Have knowledge of California laws and regulations affecting operation of a trauma center.

III. Trauma Program Manager Responsibilities:**1. Administrative:**

Managing, as appropriate, the operations, personnel, and financial needs of a trauma program, while serving as a liaison to facility administration to organize services and systems necessary for a multidisciplinary approach to the care of the injured patient. Additionally, the Trauma Program Manager will collaborate with various hospital and community committees to enhance and foster optimal trauma care management.

2. Clinical Activities:

Coordinating day-to-day clinical process; managing the continuum of trauma care, including planning and implementing of clinical protocols/practice management guidelines, monitoring care of in-hospital patients, and serving as a resource for clinical practice.

3. Performance Improvement:

The Trauma Program Manager shall (in collaboration with the trauma program medical director) monitor clinical outcomes, system issues, and develop quality filters, audits, and case reviews to identifying trends and sentinel events. The Trauma Program Manager shall subsequently assist in remedial action requirements while maintaining confidentiality, including, but not limited to:

- a. Performing routine critiques and evaluations of trauma care through review of patient records.
- b. Through coordination with NOR-CAL EMS, the trauma program manager will identify and report trauma care or trauma care systems issues, concerns, and/or complaints.
- c. Monitor and review any ambulance diversion and assure completion and submission of all printable *NOR-CAL EMS 4002, Facility Ambulance Diversion Forms*.

4. Education/Prevention:

Providing for interfacility and regional professional staff development, participating in case review, standardizing practice guidelines, and directing community trauma education and prevention programs.

- a. Assess education and performance skill areas requiring development and establish individual trauma team member priorities;
- b. Assist staff members in maintaining special certifications;
- c. Coordinate public education and prevention programs;
- d. Participate in outreach training with other hospitals.

III. Trauma Program Manager Responsibilities (Continued):**5. Supervision of the Trauma Registry:**

The Trauma Program Manager shall collect, code, score, and develop a registry to track performance improvement data for trend reports and research, as well as the invent the processes for validation while protecting confidentiality. Registry data shall be submitted quarterly basis via the online *NOR-CAL EMS Quarterly Trauma Center Data Reporting Form*.

6. Consultant/Liaison:

Stabilizing the complex network of many disciplines that work in concert to provide high-quality care while serving as an internal resource for staff in all departments and acting as an extended liaison for NOR-CAL EMS and community, including, but not limited to:

- a. Field care provider and local government agencies;
- b. Non-trauma center receiving hospitals;
- c. Other trauma centers and support services.

7. Community/National Involvement in Trauma Care Systems:

Participating in the development of trauma care systems at the community, regional, state, or national levels.

- a. Coordinate communications between the hospital and NOR-CAL EMS on matters related to day-to-day operation of the trauma center.
- b. Attend meetings of the NOR-CAL EMS Trauma Advisory Committee (TAC) and other NOR-CAL EMS and county meetings relating to quality control and trauma care as necessary.
- c. Participate in the development, coordination, and monitoring of trauma operations and treatment within the region.
- d. Represent the trauma center on county and regional disaster committee(s).

IV. Level I or II Trauma Centers:

In addition to the requirements and responsibilities for level III and IV trauma centers, Trauma Program Managers affiliated with level I or II trauma centers must:

1. Be employed full-time solely for the role of trauma program manager.
2. Hold membership and actively participant in regional or national trauma organizations, including, but not limited to:
 - a. Society of Trauma Nurses;
 - b. American Association of Critical Care Nurses (AACCN);
 - c. Emergency Nurses Association;
 - d. Eastern Associate for the Surgery of Trauma (*Associate Member*);

IV. Level I or II Trauma Centers *(Continued)*:

- e. Society of Critical Care Medicine
 - f. American Burn Association
3. The Trauma Program Manager shall be involved in research selection, analysis, and distribution of findings, as well as facilitating protocol design for accurate data collection, feedback, and analysis.