

# Dr. Andre V. Jones, PhD, MPA, MS, ENP

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## Objective

*To obtain a position in an organization seeking a transformational leader with emotional intelligence, strong training, interpersonal, organizational, and analytical skills with an excellent working knowledge of best practices and applications used in multi-jurisdictional emergency communications and high-performance emergency medical services operations centers*

## Summary

- ❖ 27-years' experience providing effective communications, superior customer service, and coordinated support services to various police, fire, EMS, other public safety agencies, private ambulance services, healthcare systems and transfer centers with an average of 1500 employees
- ❖ Extensive hours in processing emergency requests for service, fielding public complaints, training new recruits, ensuring standards of performance through continuous quality improvement, and maintaining records and reports for in upwards of 1.5 million calls annually
- ❖ 11- years' experience in a senior management role ensuring maximum unit utilization, equitable work distribution, process improvement, and efficient use of as many as 250 resources who responded to 240,000 calls annually
- ❖ Experience with government contracts and compliance oversight with 95% reliability
- ❖ Experience in leading cross functional teams to promote collaboration and teamwork to complete complex projects
- ❖ Proven written and oral communications with individuals in classroom settings as an international master instructor
- ❖ Able to prepare informative materials and present them with clarity and ease as an international journal editorial writer and a speaker at international conferences
- ❖ Able to establish and facilitate individual and group projects
- ❖ Assisted multiple agencies with becoming compliant with International Academies of Emergency Dispatch (IAED) to achieve Accredited Center of Excellence status

## Education

<b>2021</b>	<b>Doctor of Philosophy, Public Policy and Administration</b> <i>Walden University, Minneapolis, MN</i>	4.0 GPA
<b>2013</b>	<b>Master of Public Administration</b> <i>Jacksonville State University, Jacksonville, AL</i>	3.62 GPA
<b>2009</b>	<b>Master of Science in Emergency Management</b> <i>Jacksonville State University, IEP, Jacksonville, AL</i>	3.62 GPA
<b>2006</b>	<b>Bachelor of Science with Special Honors in Emergency Management, a minor in Public Safety Telecommunications</b> <i>Jacksonville State University, IEP, Jacksonville, AL</i>	3.7 GPA

## Professional Competencies and Proficiencies

- ❑ Foster the development and learning of all team members through establishing continuing education in-service and team-building programs
- ❑ Communicate clearly defined and concise expectations, giving appropriate feedback, coaching, and developmental opportunities to team members
- ❑ Establish standards for effective job performance (SOPs) and evaluate performance according to such standards in compliance with all performance management tasks and deadlines
- ❑ Work closely with senior management in developing short and long-term goals that are strategically aligned with the organization's focus and vision
- ❑ Perform analysis of response data to create new and economically efficient but dynamic resource allocation plans which are later implemented and monitored under quality improvement initiatives
- ❑ Complete projects focused on improvement of system response, quality and customer satisfaction that will ensure high standards of performance and execution of prescribed dispatch policies and procedures
- ❑ Coordinate necessary support services to effectively manage the EMS system to meet or exceed operational goals
- ❑ Complete Unit Hour Utilization Management reports and Key Performance Indicator reports, with indirect fiscal management to improve demand-driven resource allocation and call center function
- ❑ Consult with emergency dispatch centers to accelerate the delivery of call center service excellence through analysis and survey that can anticipate, meet, or exceed training goals, performance expectations, and set strategy for new programs
- ❑ Assisted with formulation and completion of emergency operations plans for individual county facilities including the 9-1-1 Center and Emergency Operations Center
- ❑ Assisted in compiling Communications Center related standards for Commission on Ambulance Accreditation of Ambulance Services (CAAS) accreditation
- ❑ SME for Communications Center standards for Joint Commission International (JCI) accreditation, Medical Transport
- ❑ SME and project lead for licensure of Emergency Medical Dispatchers with the Qatar Council for Healthcare Practitioners
- ❑ Ambulance Service Liaison for the National System Wide Incident Command System for COVID-19
- ❑ Provisioned the COVID-19 Ambulance Service Contact Center responsible for retrieving all suspected and positive patients in the community and transferring them to quarantine or isolation – Wave 1.
- ❑ SlowOnset COVID-19 Ambulance Service Strategic Cell member – Wave 2 / 3
- ❑ FIFA Arab Cup 2021 Medical Command Center Liaison
- ❑ FIFA World Cup 2022 Tactical Group Executive Lead Medical Command Center

## Professional Experience

**2016- pres**

### **Adjunct Faculty**

*Department of Emergency Management and Public Administration,  
College of Social and Behavioral Social Sciences, Jacksonville State University,  
Jacksonville, Alabama*

- ❑ Prepare and present courses in emergency management for the undergraduate emergency management program on topics of Management Systems in Disaster, Major Incident Response, and Emergency Operations Center Management

## **2015- pres**

### **Assistant Executive Director of Communications, Head of Profession**

*Hamad Medical Corporation Ambulance Service, Doha, Qatar*

**\*\* accredited by the International Academies of Emergency Dispatch \*\***

- ❑ Provide strategic leadership, direction, guidance and support to ensure high-quality, clinically-led, emergency control room operations at the National Command Center (NCC) and non-emergency, mobile doctor service and transfer and retrieval service control room operations at the Healthcare Coordination Center (HCC).
- ❑ Establish and oversee systems within the directorate to ensure that the Ambulance Service is adequately resourced in terms of clinically appropriate staff, vehicles, equipment and stocks to meet demand. As of late, the 20-25% increase in call ambulance requests is about 240,000 a year for the population of 2.5 million people which increases 8-9% annually.
- ❑ Oversee deployment 250 ambulances, 20 rapid response vehicles, a fleet of major incident response units and helicopters and utilization of 2000 employees
- ❑ Establish and oversee systems within the directorate that available resources are efficiently distributed in accordance with the agreed tactical and operational delivery plans.
- ❑ Oversee the development and implementation of service-wide policies and procedures within HCS in collaboration with colleagues in other departments within the Ambulance Service and HMC.
- ❑ Achieve and maintain operational performance against existing and future performance targets.
- ❑ Improve the quality of the service provided in HCS as measured through existing and future quality indicators.
- ❑ Proactively identify and assess risks to the Ambulance Service and HMC within HCS and develop plans to mitigate these.
- ❑ Ensure compliance with accreditation schemes identified by HMC including Joint Commission International (JCI) and the International Academies of Emergency Dispatch (ACE).
- ❑ Provision of project input and oversight over control center renovations, a modernized CAD with fleet and scheduling management and the implementation of Electronic Patient Records and MDTs
- ❑ Wrote specifications for and procured a \$17 mil QR Communications/Command vehicle project as a part of Major Incident Response and Qatar 2022
- ❑ Implemented new contact center solution with Interactive Voice Response (IVR)
- ❑ Chair interdepartmental performance initiatives as well as quality and patient safety projects
- ❑ Improved customer engagement and experience by implementing a soft skills program

## **2013- 2015**

### **Director of Communications, ProTransport-1, Cotati, CA**

**\*\* accredited by the International Academies of Emergency Dispatch \*\***

- ❑ Oversee the supervision, strategic planning, scheduling, \$4.5 mil budget and assignment of work to the ComCenter team of 100 subordinates at 3 separate locations in the San Francisco Bay Area (a main contact center with Concierge and two remote call centers) and a dispatch center in Los Angeles

- ❑ Work with ComCenter Management and Supervisors to develop agendas, facilitate team member meetings, and to evaluate performance and report objectives to the Chief Operating Officer
- ❑ Oversee the development and implementation of instructional training materials and programs for all ComCenter team members
- ❑ Implement and manage the employee review process
- ❑ Utilize appropriate data and statistical information to analyze trends and render recommendations pertinent to departmental effectiveness
- ❑ Implement and maintain quality assurance and improvement programs to maintain ACE
- ❑ Review, update, and develop policies and procedures for the ComCenter on an on-going basis to keep in line with the company's strategic vision as a member of the executive team
- ❑ Oversee deployment 120 ambulances and utilization of 700 employees that respond to 130,000 calls annually
- ❑ Implemented an initiative to reduce call in-take time by 90 seconds and subsequently reduce payroll hours by reducing staff by 7 positions
- ❑ Work across divisional lines on such mobile integrated health projects as ePCR, community para-medicine, alternate destination programs and nurse advice

### **2011- 2013**

#### **Communications Manager, Rural/Metro Ambulance, San Diego, CA** *Pacific Ambulance, San Diego, CA*

**\*\* accredited by the International Academies of Emergency Dispatch\*\***

- ❑ Plan, organize, lead, control, and coordinate the delivery of dispatch services for 140,000 annual ambulance responses and transports throughout the greater San Diego area of 1.3 million people
- ❑ Foster the development and learning of 40 team members through establishing continuing education in-service and team-building programs.
- ❑ Establish standards for effective job performance (SOPs) and evaluate performance according to such standards in compliance with all performance management tasks and deadlines
- ❑ Work closely with senior management in developing short and long-term goals that are strategically aligned with the organization's focus and vision, but within the \$2.5 mil budget
- ❑ Perform analysis of response data to create new and economically efficient but dynamic resource allocation plans which when implemented, improved response time from 89% to 93%
- ❑ Serve as the primary liaison between the communications center and field operations of 700 employees, both internally and externally, to provide leadership in defining workforce needs, community needs, and overall system requirements

### **2003-2011**

#### **Supervising System Status Controller/QI (Captain), Grady EMS, Atlanta, GA**

**\*\* accredited by the International Academies of Emergency Dispatch\*\***

- ❑ Handle day-to-day response and unit deployment management, personnel development, administrative issues, and staffing/scheduling management to ensure high standards of performance and execution of prescribed dispatch policies and procedures for the largest hospital based EMS agency in the nation with 350 employees
- ❑ Created hiring and promotional assessment center for initial dispatch operations start up in Fall 2003 over 100 interviews for 8 new positions.

- ❑ Developed EMS System Status Management Deployment/Posting Plan for the 132 sq mile service area covering 900,000 people, responsible for initial response compliance improvements of 20%
- ❑ SSC Spv/Team Project Leader for Operations side of Comm. Ctr. upgrade to a secondary PSAP in Winter 2007; coordinating EMD program implementation, facilitating CoBAT, and conducting over 80 interviews for 20 new positions.
- ❑ Developed Control Center SOP related to dispatch operations increasing response compliance by 10% (30% when combined with posting plan)
- ❑ Created Control Center QA/QI Program – QUEST
- ❑ Created Communications Officer Basic Training – CoBAT (classroom/OJT orientation for new SSCs), coordinating all departmental training, remedial and continuing education
- ❑ Maintain CAD database including premise/caution notes and AED registration
- ❑ Responsible for completing, organizing and maintaining EMD case evaluations/audits in accordance with NAEMD AMPDS utilizing AQUA Phoenix with compliance reviews at 93% since inception
- ❑ Monitor posting compliance and AVL/GPS polling of 46 ALS ambulances and 10 BLS ambulances for system efficiency
- ❑ Oversee monthly late call response variances and exception reports in accordance with county 9-1-1/EMS contract for 120,000 responses a year
- ❑ Served as Emergency Management contact as regional coordinating hospital of EMS and Trauma in absences of the EM Specialist
- ❑ Unified Command/JOC delegate for the 2005 and 2006 Peachtree Road Race, 2006-2007 Peach Drop, and the 2007 Final Four-Atlanta
- ❑ Received Meritorious Performance Award for handling a tornado
- ❑ Received 160 out of 175 on Criteria Based Performance Evaluation in 2006 and 2007, consistently exceeding performance expectations with significant departmental contributions

## **2001- 2010**

### **Alternate Supervising SSC II, American Medical Response, Atlanta, GA**

- ❑ Complete various functions of non-emergency patient care coordination with knowledge of HIPPA, Medicare, PCS, and other insurance
- ❑ Complete UHU Management reports and KPI reports, for indirect fiscal management of 90 ambulances with 150,000 transports annually throughout greater Atlanta
- ❑ Subject to lost call, time-on-task reporting, and compliance reporting

## **1995-2002**

### **ECO II Training Ofc/Fire Specialist, Cobb County 911/Comm., Marietta, GA**

*\*\* accredited by the Commission on Law Enforcement Accreditation\*\**

- ❑ “Distinguished Performance Award,” ranked in the top 7% of 5,000 employees
- ❑ APCO certified CTO training 15 recruits in APCO Phase II from 1997 to 2000, monitoring/evaluating recruits, and enforcing policy and procedure respectively
- ❑ Instructor trainer in the departments APCO Phase I class (CAD system, phone system, TDD)
- ❑ Trained entire department of 80 dispatchers in new CAD/Phone system during cut over to new system and building to better handle it's 1.5 million 9-1-1 calls annually and 70,000 fire/ambulance responses
- ❑ Public relations team captain and staff newsletter editor
- ❑ Developed “Team Cobb Project: Streamline” in response to agency manpower crisis which led to shift augmentation

- ❑ 1<sup>st</sup> trained operator under the merged centers while still under separate operating and information systems (EDS)

## **Achievements and Highlights**

- ❑ Received Bureau Commendation for handling a fatale officer involved shooting
- ❑ Received Bureau Commendation and County Proclamation for handling a storm
- ❑ Received Meritorious Performance Award for handling a tornado
- ❑ 1<sup>st</sup> Bureau Employee of the Month
- ❑ Implemented federally mandated in-service training for ADA
- ❑ Association of Public Safety Communication Officials (APCO) Scholarship recipient
- ❑ Henry Grady Foundation Grant recipient
- ❑ Unit Exceptional Performance Citation Award – City of Can Diego
- ❑ “What Else Can You Do” – Speaker at Zoll Summit 2012
- ❑ “the Voice” – Speaker at Navigator Middle East 2016
- ❑ “Stepping up to Supervisor” – Speaker at Navigator 2017 (Dubai and New Orleans)
- ❑ “Major Incident Response in Qatar” – Speaker at Metro Atlanta EMS Conference 2017
- ❑ “999 in Qatar” – Speaker at European Emergency Number Association Conference 2017
- ❑ HMC Globe of Excellence for work with Hamad General Hospital on Ambulance Transportation LEAN project
- ❑ “Healthcare Coordination Service: Improving Access to Effective Care” – HMC Stars of Excellence winner

## **Committees and Organizations**

Association of Public Safety Communication Officials (APCO) 1998 to Present  
 Certified Communications Training Officer

International Academies of Emergency Dispatch (IAED) 2002 to Present  
 Certified Advanced Emergency Medical Dispatcher  
 Certified Emergency Medical Dispatch Quality Assurance Officer  
 Certified Emergency Telecommunicator Instructor

National Emergency Number Association (NENA) 2004 to Present  
 Emergency Number Professional

National Hazard Mitigation Association (NHMA) 2010-2011  
 Pinnacle National Honor Society

Priority Dispatch Corporation 2013-2019  
 ProQA and AQUA Software Installer and Instructor  
 System Administrator Instructor  
 Analyst / Evaluator for Quality Performance Review

## **Publications**

- ❑ “Attitude reflects leadership” IAED Journal of Emergency Dispatch, October 2018
- ❑ “Vision to reality”, IAED Journal of Emergency Dispatch, December 2018
- ❑ “Quality dispatch” IAED Journal of Emergency Dispatch, June 2019
- ❑ “Why Are You Here” IAED Journal of Emergency Dispatch, July 2019
- ❑ “Accomplish Distinction” IAED Journal of Emergency Dispatch, April 2020
- ❑ “Becoming a Gladiator” IAED Journal of Emergency Dispatch, May 2020

- ❑ “Responding to COVID-19: It’s showtime Synergy” IAED Journal of Emergency Dispatch, January 2021
- ❑ “Synergy from Countdown to Full Speed Ahead” IAED Journal of Emergency Dispatch, March 2021
- ❑ “Factors Contributing to the Stress Levels of Emergency Dispatchers” AEDR, January 2021
- ❑ “Job Demands that Influence Organizational Commitment of Public Safety Telecommunicators” Walden University dissertation, January 2022