



## **POSITION DESCRIPTION**

- JOB TITLE:** Director of Quality Improvement/Quality Assurance
- REPORTS TO:** Executive Director with indirect reporting to Medical Director, Dental Director, Director of Vision Services and Director of Behavioral Health
- STATUS:** Exempt (salaried)
- LOCATION:** Medical Clinic
- ROLE:** This individual provides the essential direction for and oversight of Southside's Quality program. They will be a positive force for continuous quality improvement by strategically engaging all areas of the organization and modeling collaborative processes.

### **JOB DUTIES:**

- Drive activities and initiatives relative to Meaningful Use. Serves as subject matter expert for the various elements and criteria at each state of Meaningful Use and provides direction and consultation to various stakeholders. Monitors and reports on performance measures. Leads initiatives and project teams.
- Accountable for all aspects of Quality Program reporting (internal and external) ensuring timely and accurate submissions. Collaborates with IT and stakeholder managers to ensure data systems and programs effectively and efficiently support QI/QA activities.
- Develop and update the annual Quality Plan. Present the plan and reports on initiatives to senior leaders and the QI/QA committee of the board of directors.
- Facilitate the integration of quality principles throughout the organization in collaboration with clinical directors. Ensure that QI/QA efforts comply with regulatory and accreditation standards. Provide quality expertise and support for clinical and quality inspections.
- Communicate updates to stakeholders relative to QI/QA initiatives and activities. Represent SCHS's quality related interests internally and externally with organizations such as ICSI and FUHN.
- Develop QI/QA goals and initiatives for the organization to measure the organization's processes and outcomes. Identify and develops QI/QA policies, procedures, processes and projects to support the organization's quality goals.

- Facilitate the collection and analysis of QI/QA data from clinical departments, and then convert data into statistics for analysis. Provide feedback to stakeholders regarding trends and identify initiatives and corrective actions. Facilitate the QI/QA committee of the board meeting.
- Administer programs that focus on improved outcomes of patient care and healthcare delivery.
- Provide consultative services to departments and services in the organization to assist in achieving regulatory, accreditation, and organizational compliance in quality and performance improvement activities.
- Act as a change agent to identify opportunities to improve, resolve problems and evaluate the effectiveness of changes.
- Promote proactive, rather than reactive, quality efforts.
- Lead teams that identify root causes of problems rather than focusing on individuals.
- Establish patient satisfaction, including satisfaction with the care experience as a primary goal for the organization's quality activities.
- Attend and participate in staff meetings and committees.
- Assist with other duties and responsibilities as assigned.

#### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- Confidence, professional judgment, and grace under pressure.
- Works well both independently and as part of a team.
- Exceptional communication skills.
- Functional proficiency with computerized statistical methods related to QI/QA.
- Strong knowledge of Quality models, process, and tools and their application in a health care setting.
- Effectively apply Quality concepts, performance measures, clinical guidelines, and process management to related initiatives.
- Ability to produce trend and evaluation data, reports and documentation.
- Ability to write and edit policies and procedures, and effectively present updates to various stakeholder groups.
- Effectiveness in establishing partnerships, building work teams, and establishing productive working relationships within the organization and externally. Ability to build credibility and trust with various levels of staff.
- Ability to present CQI concepts and QI/QA methods and tools in a clear and persuasive manner in a variety of formats (e.g., verbal, written, audiovisual) to a variety of audiences.
- Ability to navigate and promote quality in a fluid environment. Demonstrate initiative, adaptability and continuous learning.
- Ability to effectively manage multiple priorities.
- Ability to exhibit good rapport with clients of varying ethnic backgrounds and socio-economic status.
- Excellent time management and organizational skills. Attention to detail.
- Commitment to the SCHS mission and staff values.

To be an exceptional community health care model that sets the standards for wellness.

**MINIMUM QUALIFICATIONS:**

- Bachelor’s degree in health administration, science or nursing preferred, or equivalent education, training and experience.
- Three years of QA/QI experience preferred.
- Minimum five years of experience in a health care setting.
- Current RN or other clinical license.

I have read and agree to abide by the job duties indicated above.

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Name

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Signature

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Date