

JOB TITLE: Manager – Quality Assurance and Performance Improvement	DEPARTMENT: Quality Assurance and Performance Improvement	POSITION OF SUPERVISOR: Chief Administrative Officer
FLSA STATUS: Exempt	ANTICIPATED HOURS PER WEEK: 40	EFFECTIVE DATE: 9/3/2021

### **Position Summary:**

This key management position is responsible for leading an effective and sustainable, data-driven, facility wide, quality assurance and performance improvement (QAPI) program. The QAPI manager maintains a quality infrastructure that includes developing and implementing decision tools, clinical processes and guidelines, care management programs, and outcome measurement assessments. This manager leads both the Quality Counsel and the Performance Improvement Committee. The QAPI manager assures that PSMC participates fully with regulatory quality programs both federal and state. Participating in external committees and meetings to develop critical relationships with community and professional resources. The QAPI manager has strong leadership, interpersonal and communication skills, with the ability to analyze situations and arrive at creative solutions to complex healthcare challenges.

**Qualifications:** *At all times, the employee shall possess the following qualifications set forth below.*

<b>Education/Training:</b>	Bachelor's Degree Prefer healthcare management or clinical degree
<b>Experience:</b>	Must have clinical experience. Prefer experience in quality and/or patient safety. Prefer management experience.
<b>Special Skills, Licenses or Certifications:</b>	Prefer licensed RN Certified Professional in Healthcare Quality beneficial Computer skills sufficient to handle email, documents, spreadsheets and project management software.
<b>Physical Demands:</b>	Lifting a minimum of ten pounds may be required; good communication skills are required including to hear/talk with other employees, patients and public in person and on the telephone; work requires documentation on and use of computers with exposure to monitors, key boards, mouse with repetitive motions for extended periods of time; position requires standing, bending, walking and long periods of sitting.
<b>Work Environment:</b>	Work is performed in an office setting with exposure to work stress, environmental stress, and frequent interruptions; noise level is moderate; work may involve exposure to blood, bodily fluids and communicable diseases; frequent communications, on a daily basis, with the general public, co-workers, vendors and patients.
<b>Cross-Training of Position:</b>	N/A

**Standard Job Requirements:** *At all times, employee shall satisfy the following requirements:*

1. Adheres to and supports PSMC's Code of Conduct and WISER values.
2. Accomplishes annual goals.
3. Works forward on department plans (may change from time to time).
4. Complies with all PSMC policies including, without limitation, timely attendance, code for dress and decorum, no undeclared conflicts of interest, no harassment, fragrance free, etc.
5. Complies with all PSMC and department procedures, rules and directives.
6. Establishes and maintains effective working relationships with others (e.g., co-workers, supervisors, patients, visitors, vendors of PSMC and the public).
7. Is courteous, respectful, honest, and solution-oriented in dealing with others.
8. Communicates accurately, clearly, and effectively both orally and in writing.
9. Possesses excellent organizational skills and the ability to multi-task.
10. Works independently and performs the job with minimum supervision.
11. Works effectively on PSMC/department team matters and recognizes situations which require teamwork.
12. Maintains strict confidentiality of all patient matters and recognizes situations where confidentiality should be maintained even if not legally required.
13. Respects the importance of compliance and quality programs and supports the same.
14. Possesses computer knowledge/skills and the ability to learn and adapt to new programs and software.
15. Participates in employee training, disaster preparedness and emergency events.
16. Performs other job duties, as assigned by a supervisor.

**Essential Duties, Functions and Responsibilities:** *At all times, employee shall be able to perform the following essential functions of the job, with or without a reasonable accommodation, as set forth below.*

**Leadership:**

1. Fosters a participatory organizational climate that is open, positive and supportive to employees.
2. Promotes a culture of high performance and continuous improvement that values learning, commitment to quality, and collaboration.
3. Serves as an advocate for the department utilizing honest, transparent, and consistent communication.
4. Works effectively with others to achieve shared goals in a tactful and respectful manner.
5. Demonstrates leadership, integrity and courage by making and supporting decisions that support the organization's mission and goals.
6. Comfortable with ambiguity, can handle the unexpected with flexibility.

**Accountability:**

1. Establishes standards and clear expectations for the QAPI department – job performance, training, continuing education, certifications, conduct, and adherence to district values.
2. Holds self and staff accountable in a consistent, respectful manner.
3. Manages multiple projects, keeping focus on constant improvement to current programs.

**Interpersonal skills:**

1. Effectively communicates with a high level of trustworthiness, diplomacy, courtesy and tact at all times.
2. Treats people with respect, recognizes individuality and is fair and equitable in all interactions.
3. Exhibits excellent problem solving and conflict management skills using sound and fair judgment in a calm and professional manner.
4. Demonstrates adaptability and flexibility when new information becomes available.
5. Works collaboratively with others, communicates the department's vision and strategy across all levels of the organization, and builds consensus around key initiatives and projects.

6. Establishes and maintains respectful and effective relationships with providers, employees, patients and managers/directors/Senior Leadership.
7. Ability to handle high stress situations, rapid pace, multiple issues, interruptions and matters requiring sensitivity.

**Human Resource Management:**

1. Takes effective actions for positive employee behavioral change and demonstrates decisiveness and fairness with determining discipline.
2. Empowers employees to achieve their highest success through fostering a team environment where respect and appreciation are promoted and valued.

**Strategic Planning and Development:**

1. Develops departmental strategic goals that clearly align with the mission, vision and values of the organization.
2. Clearly articulates and demonstrates the departments/organization's vision, mission and goals in every day actions.
3. Strives to improve the organization by applying innovative and creative thinking.
4. Promotes and leads organizational change in a positive and productive manner.
5. Welcomes and implements new programs and processes.

**Departmental Operations:**

Provides managerial and operational oversight of the Quality Assurance and Performance Improvement (QAPI) program, which includes clinical patient safety(*clinical patient safety does not include building safety or other aspects of organizational safety*) and risk management.

1. Quality Assurance and Performance Improvement (QAPI) activities include quality assessment and monitoring, quality reporting, and organizational performance improvement.
  - a. Creates and maintains the QAPI Program and Annual Plan.
  - b. Assist with identifying key performance indicators for on-going monitoring.
  - c. Identifies and facilitates process improvement activities within the organization.
  - d. Supports other managers in developing department specific QAPI activities.
  - e. Collects, analyzes and reports quality related data as required.
  - f. Maintain compliance with external regulatory quality programs including but not limited to HQIP, MBQIP, MIPS, PI, HTP and CMS IQR and OQR.
  - g. Manages HCAPHS program.
  - h. Participates in the Periodic Program Evaluation for the hospital and clinic.
  - i. Act as Chairperson for the Quality Council and Performance Improvement Committee.
2. Clinical patient safety is inclusive of Risk Management activities. Clinical patient safety” does not include building safety or other aspects of organizational safety):
  - a. Interact with patients in resolving quality related complaints.
  - b. Facilitates Root Cause Analysis activities related to quality/patient safety issues.
  - c. Effectively coordinates hospital wide system for risk identification, investigation, and mitigation. Follows issues to resolution, maintains, and reports statistics.
  - d. Completes federal and state required reporting (CDPHE and FDA.
  - e. Completes biannual patient safety survey.
  - f. In coordination with the Chief Administrative Officer, facilitates communications with insurer regarding actual or possible claims against PSMC.
3. Participates in professional educational programs to maintain/improve skills.
4. Participates in operational meetings as required.
5. Develops and maintains departmental policies and procedures.

6. Maintains appropriate accesses to data management and reporting sites.
7. Provides staff orientation to the QAPI and patient safety program.
8. Reports and analyzes data and information pertinent for organizational and project decision making.
9. Handles high stress situations, rapid pace, multiple issues, interruptions and matters requiring sensitivity.
10. Supervises departmental staff.
11. Meets the qualifications as set forth herein.
12. Able to perform all the standard job requirements.

**Approved by:**

(Supervisor – Signature)	(Title)	(Date)
	<b>Human Resources Manager</b>	
(Human Resources– Signature)	(Title)	(Date)

**Receipt and Acknowledgment:**

I acknowledge and understand that:

- This job description, and receipt and acknowledgment of this job description, does not imply or create a promise of employment or employment contract of any kind. I understand and acknowledge that my employment with Pagosa Springs Medical Center is “at will” and may be terminated by me or the employer at any time with or without cause.
- The job description provides a general summary and requirements of the position in which I am employed. At this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my supervisor if, at any time, I am no longer qualified for my position and/or unable to perform the job requirements or essential functions of my job.
- Positions, job descriptions, duties, tasks, work hours, work requirements and qualifications may be changed at any time at the discretion of Pagosa Springs Medical Center.
- Acceptable job performance requires: (a) proper compliance with and completion of all aspects of the job description; and (b) compliance with PSMC policies, procedures, rules and directives.
- I have read and understand this job description.

(Print Employee Name)	(Employee Signature)	(Date)