

JOB TITLE: Healthcare Project Specialist	DEPARTMENT: N/A	POSITION OF SUPERVISOR: Manager of Quality Assurance and Performance Improvement
FLSA STATUS: Exempt	ANTICIPATED HOURS PER WEEK: 40	EFFECTIVE DATE:

Position Summary: The Healthcare Project Specialist is responsible for day-to-day coordination of multi-departmental healthcare projects. The Project Specialist provides direction and support for projects from start to finish, monitoring and reporting to the appropriate committee and other key stakeholders on the progress throughout the process. The Project Specialist guides the organization's Performance Improvement Committee in selecting projects that support innovation, efficiency and a superior patient experience. This individual utilizes continuous improvement principles, project management and leadership skills to affect team success. This individual promotes positive and collaborative relationships that support Pagosa Springs Medical Center's goals and strategic objectives.

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

Education/Training:	Bachelor degree or higher in relevant areas such as health administration, health management, nursing, public health administration or business administration preferred.
Experience:	Minimum of 2 years project management experience required Process Improvement experience required Leadership experience preferred
Special Skills, Licenses or Certifications:	Must be proficient in Microsoft Word and Excel Must have attention to detail Must have strong organizational and communication skills Strong experience in team dynamics preferred.
Language Skills:	Demonstrates ability to read, write, and clearly express one's self in English 100% of the time Additional languages preferred Demonstrates ability to listen Demonstrates ability to clearly convey thoughts in speech and written word

Physical/Mental/Special Demands:	Lifting a minimum of 20 pounds may be required; adequate hearing is required to hear/talk with other employees, patients and public in person and on the telephone; work requires the 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. Ability to initiate CPR 100% of the time. Must have fine motor skills 100% of the time. Ability to prioritize work and multi-task at a rapid pace with numerous interruptions 100% of the time. Good mental health. Demonstrate tact, versatility, and dependability. High degree of self-motivation and directional initiative. Ability to function independently. Ability to cope and remain calm in escalating situations; Must consistently demonstrate compliance with organizational-wide competency statements and performance criteria based on established quality indicators.
Work Environment:	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.
Cross-Training of Position:	This position does not cross-train.

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

1. Comply with all PSMC policies including, without limitation, timely attendance, code for dress and decorum, no conflicts of interest, no harassment, fragrance free, etc.
2. Comply with all PSMC and department procedures, rules and directives.
3. Establish and maintain effective working relationships with others (e.g., co-workers, supervisors, patients, visitors, vendors of PSMC and the general public).
4. Be courteous, respectful, honest, and solution-oriented in dealing with others.
5. Communicate accurately, clearly, and effectively both orally and in writing.
6. Possess excellent organizational skills with the ability to prioritize and multi-task.
7. Work independently and perform the job with minimum supervision.
8. Work effectively on PSMC/department team matters and recognize situations which require teamwork.
9. Maintain strict confidentiality of all patient matters and recognize situations where confidentiality should be maintained even if not legally required.
10. Respect the importance of compliance and quality programs and support the same.
11. Possess computer knowledge/skills and the ability to learn and adapt to new programs and software.
12. Participate in employee training, Disaster Preparedness and emergency events.
13. Perform other job duties, as assigned by a supervisor.
14. Exemplify and support PSMC's values. (WISER)

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

1. Exhibits strong team, interpersonal, listening and communication skills.
2. Demonstrates an understanding of fundamentals, terminology and processes of effective project management.
3. Interacts with Managers, Directors and Senior Leadership to align projects with overall organizational strategy.

4. Utilizes methods and tools designed to produce sustained and reliable improvements.
5. Understands and supports transformational change in health care, championing projects that lead to innovation, efficiency and an improved patient experience.
6. Oversees multi-departmental projects working collaboratively with project participants. Responsibilities include scheduling, communication, documentation and problem solving.
7. Leads or assists with assigned meetings, including all current project related meetings.
8. Works with Clinical Department managers to identify areas for clinical improvement/innovation.
9. Is flexible and is seen as a positive change agent.
10. Works with Informatics to identify areas for innovation and improvement in EHR utilization.
11. Collaborates with the Quality Assurance Manager to ensure submission of all required reporting as assigned.
12. Can perform all the standard job requirements.
13. Meets the qualifications as set forth herein.

Approved by:

(Supervisor – Signature)	(Title)	(Date)
	Human Resources Manager	
(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 PSMC values (WISER) and understand them.
- I have read and understand this job description.

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

