

Job Description: QAER Facilitator

Position Overview:

The QAER Facilitator serves a 0.05FTE role within the FMCH department to organize and facilitate the monthly Quality Assurance and Equity Rounds (QAER). This individual coordinates planning, scheduling, communication, and moderation of the monthly QAER sessions, ensuring academic and quality goals are met.

Responsibilities:

- Plan and maintain a year-long schedule (September-June) for monthly QAER meetings.
- Finalize the session calendar for the upcoming academic year by June; adjust for challenging dates, such as holidays or residency orientation weeks, as needed.
- Send notification of session dates and calendar invitations to division directors by July.
- Send reminder and scheduling communications to QAER representatives approximately 3 months before each session.
- Conduct preliminary meetings to review cases, develop draft learning objectives, and plan invitations for presenters/expert discussants.
- Coordinate invitations and confirmations for presenters and expert discussants, working with division directors.
- Meet with presenters, discussants, and division directors approximately 2 months before each QAER to finalize objectives and session details.
- Draft and share fishbone analysis and “5 Whys”; provide access to OneDrive folders for session slides.
- Notify administrative support (e.g., Maryanne Adams) of session details one month before QAER so CloudCME materials can be finalized.
- Ensure session invitations, objectives, and presenters are updated and QR codes for evaluations added to slides approx. 1 week before QAER.
- Moderate, introduce, and facilitate QAER sessions.
- Coordinate post-session evaluations, attendance, and documentation with administrative staff.

- Meet with Quality Officer and/or Vice Chair of Education 1-2 times a year to review process and academic needs.
- Work with chief residents to organize “Resident only” QAER (typically in January) ; consider whether or not to open this to all attendees based on discussion with chief residents

Qualifications:

- Clinically active faculty in the DFMCH; experience in medical education or healthcare quality assurance preferred.
- Strong organizational and communication skills.
- Ability to coordinate scheduling and logistics for recurring academic meetings.
- Familiarity with evaluation tools and cloud-based file sharing systems (e.g., OneDrive, CloudCME).
- Collaborative approach and ability to work with faculty, residents, and administrative staff.

QAER Facilitator Timeline-Based Job Description

Annually (June–July):

- Finalize year-long calendar (September–June) for monthly QAER sessions.
- Adjust for challenging dates (holidays, school breaks, and residency orientation week), switching dates as needed.
- By July, notify division directors of their session date and send calendar invitations.
- Work with chief residents to organize “Resident only” QAER (typically in January) ; consider whether or not to open this to all attendees based on discussion with chief residents

For Each QAER Session:

- **3 Months Before Session:**
 - Send reminder letter to QAER representative to schedule a preliminary meeting.
- **Preliminary Meeting:**
 - Review case details for appropriateness.
 - Develop draft learning objectives.
 - Plan invitations for presenters and expert discussants.
 - Division director confirms invited participants within two weeks.
- **2 Months Before Session:**
 - Meet with presenter, expert discussant, and division director.
 - Finalize learning objectives and session title.
 - Draft fishbone analysis and “5 Whys.”
 - Provide OneDrive access for session materials/slides.
- **1 Month Before Session:**
 - Notify administrative support (e.g., Maryanne Adams) of presenter/discussant.
 - Ensure CloudCME materials are finalized at least one week prior.

- Maryanne sends annual Outlook invite for QAER, updating monthly with session details.
- **1 Week Before Session:**
 - Update session title, objectives, and presenters on invites.
 - Add QR code for evaluation to session slides.
 - Hold final brief meeting with presenters if needed.
- **Day of Session:**
 - Introduce and moderate QAER session.
- **After Session:**
 - Administrative support sends evaluation emails.
 - One month after, admin uploads attendance and evaluations to OneDrive.

Ongoing/Annual Responsibilities:

- Meet 1–2 times per year with Quality Officer and/or Vice Chair of Education to review processes and academic needs.

Qualifications & Skills:

- Clinically active faculty in the DFMCH
- Medical education/quality assurance experience preferred.
- Strong organizational, scheduling, communication, and collaboration skills.
- Familiarity with OneDrive, CloudCME, and online evaluation tools.