



POSITION DESCRIPTION
Director of Quality Improvement/Quality Assurance

Department: Administration

Immediate Supervisor: Executive Director

Indirect reporting relationship to Medical Director, Dental Director, Director of Vision Services and Director of Behavioral Health

Mission: The Director of Quality provides the essential direction for and oversight of Southside's Quality program. This individual will be a positive force for continuous quality improvement by strategically engaging all areas of the organization and modeling collaborative processes.

Principal Job Responsibilities:

1. Drives activities and initiatives relative to Meaningful Use. Serves as subject matter expert for the various elements and criteria at each stage of Meaningful Use and provides direction and consultation to various stakeholders. Monitors and reports on performance measures. Leads initiatives and project teams.
2. 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 efficiency support QI/QA activities.
3. Develops and updates the annual Quality Plan. Presents the plan and reports on initiatives to senior leaders and the QI/QA committee of the board of directors.
4. Facilitates the integration of quality principles throughout the organization in collaboration with clinical directors. Ensures that QI/QA efforts comply with regulatory and accreditation standards. Provides quality expertise and support for clinical and quality inspections.
5. Communicates updates to stakeholders relative to QI/QA initiatives and activities. Represents Southside's quality related interests internally and externally with organizations such as ICSI and FUHN.
6. Develops QI/QA goals and initiatives for the organization in collaboration with clinical leaders. Identifies and develops QI/QA policies, procedures, processes and projects to support the organization's quality goals.

- 7. Facilitates the collection and analysis of QI/QA data from clinical departments, and then converts data into statistics for analysis. Provides feedback to stakeholders regarding trends and identifies initiatives and corrective actions. Facilitates the QI/QA committee of the board meeting.
- 8. Other duties as reasonably assigned

Education: Bachelor's degree in health administration, science, or nursing preferred, or equivalent education, training and experience

Experience: Minimum five years of experience in health care setting. Three years of QI/QA experience preferred.

Other Requirements: Current RN or other clinical license.

Performance Requirements:

Knowledge:

- 1. Strong knowledge of Quality models, processes & tools and their application in a healthcare setting.
- 2. Functional proficiency with computerized statistical methods related to QI/QA.

Skills:

- 1. Capability to effectively apply Quality concepts, performance measures, clinical guidelines, and process management to related initiatives.
- 2. Ability to produce trend and evaluation data, reports and documentation.
- 3. Ability to write and edit policies and procedures, and effectively present updates to various stakeholder groups.

Abilities:

- 1. 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.
- 2. Ability to present CQI concepts and QI/QA methods and tools in a clear and persuasive manner in a variety of formats (ex: verbal, written, audiovisual) to a variety of audiences.
- 3. Ability to navigate and promote quality in a fluid environment. Demonstrates initiative, adaptability and continuous learning.
- 4. Ability to effectively manage multiple priorities.

This description is intended to provide basic guidelines. Responsibilities, knowledge, skills, abilities and working conditions may change as the need evolves.

I have received a copy of this job description.		
Employee Signature	Date	Employee Name