

Job Title : **Director Of Quality**

Employee Name: _____

Department: **Administration**

Employee Signature: _____

Reports to : **Chief Executive Officer**

Approved by:

Director of HR: _____

CEO: _____

JOB SUMMARY

To be responsible for a team that develops, applies and maintains high levels of quality health care with adherence to both internal and external health care standards and best practices. The Director is also responsible for monitoring patient care; patient satisfaction, developing and implementing programs to enhance patient care including monitoring and improving the Environment of Care; supervising staff; developing budgets; Analyzing and drafting policies and procedures as directed. He/She works closely with all departments of the medical centre; maintains data collection including but not limited to Performance Improvement Initiatives.

The Quality Assurance Department of a health care facility is responsible for monitoring and improving the quality of patient care. Quality Assurance also deals with the risk to the facility. The quality assurance department is expected to minimize any exposure and risk to the facility that might lead to potential loss. Analyzes results and recommends corrective actions.

Quality assurance encompasses a number of different services within the hospital, including, Joint Commission International (JCI) preparation for accreditation, Utilization Review, Infection Control, Patient Safety, and Environmental Health and Safety, evaluation of medical care, Risk Management, and staff reviews.

JOB DUTIES AND RESPONSIBILITIES

1. Works collaboratively with fellow (NAME OF HOSPITAL) Executive Staff, Physicians, Nurses, Employees, and community entities to develop, implement, and manage programs to enhance the quality of patient care and maintain and improve patient and staff safety at (Name of Hospital)
2. Defines and reduces variation in clinical and business processes by developing standards of service that are clear, realistic, measurable and responsive. This includes monitoring the Policies and Procedures of (NAME OF HOSPITAL) and ensuring they are reviewed and revised regularly.
3. Understands the needs, philosophy, mission, and values of (NAME OF HOSPITAL) so that he/she can plan the most effective quality assurance program; evaluating the plans already in place and making changes as needed.

4. Recruits and maintains a strong Operational Team capable of addressing operations exceptions in line with the Medical Centre philosophy and Mission Statement
5. Manages, Plans, Implements, Communicates, Delegates as appropriate to maintain and improve the day-to-day operational quality and financial performance of high quality patient care at (NAME OF HOSPITAL) following internationally accepted standards of care, including but not limited to those recommended by JCI and local regulatory commissions.
6. Improves the quality of patient care through assessment and evaluation of the functions, processes and outcomes affecting patient care. Develops and follows through on quality initiatives.
7. Monitors, evaluates, and responds appropriately and in a timely manner to patient, nursing, staff and physician expectations, satisfaction, and performance through one-on-one communication, surveys, focus groups, regular memoranda, committee meetings, formal and informal communication methods.
8. Maintains an open door policy to facilitate communication with all staff and encourages teamwork at (NAME OF HOSPITAL). Holds regularly scheduled departmental and individual meetings.
9. Ensures that all members of the (NAME OF HOSPITAL) community are aware that Quality Patient Care is everyone's responsibility.
10. Establishes a formal means of accountability for those staff who report directly to the Director of Quality and holds all staff to high levels of job performance.
11. Participates and contributes to the (NAME OF HOSPITAL) Medical, Nursing, and Ancillary staff recruitment and retention programs.
12. The Quality Assurance Director selects and oversees the training of the department staff. This might include providing in-service education.
13. Communicates Quality Assurance activities, findings, actions and the effectiveness of same by establishing specific reporting formats and time frames to the Governing Board, management, and clinical/support personnel
14. Provides a report to the CEO on a bi-monthly, quarterly, and annual basis.
15. Prepares, implements, and monitors the budget for the department.
16. Participates as a member of the (NAME OF HOSPITAL) Executive Team in the budgeting and planning process.
17. Examines reviews conducted by outside agencies regarding the quality of care in the

hospital and recommends and implements changes when necessary.

18. Works with the Risk Management Nurse Manager to investigate issues and reduce claims and other losses. Reduce risk of malpractice and general liability claims by establishing operational linkages and sharing information as appropriate between Risk Management, Safety and Performance Improvement.
19. Expected to work occasional overtime, evenings, or on weekends to prepare for a quality assurance review or to handle emergencies.
20. Acts as “Administrator on Call” on a rotating basis for off-hours coverage.

EDUCATION AND EXPERIENCE

- Bachelors Degree (minimal), Masters (preferred) in Nursing or Health Care Administration
- Outstanding customer service skills
- Outstanding communication skills;
- Organizational skills;
- Attention to detail;
- Prior supervisory and management experience;
- Understanding of hospitals and health care facilities;
- Understanding of JCI accreditation preparation and Six Sigma Lean initiatives.
- Computer skills including understanding, development and use of Excel spreadsheets, Power Point, and Word documents