

Class Specifications
for the Class:QUALITY AND CONTINUOUS IMPROVEMENT OFFICER
EM-03: BU:35Duties Summary:

Plans, organizes and directs the quality and continuous improvement activities for a large acute-care hospital. Serves as principal technical specialist and advisor for quality matters; formulates and implements policies and procedures; promotes interdisciplinary team practices; may oversee several hospital departments and performs other related duties as assigned.

Distinguishing Characteristics:

This class is distinguished by its responsibility for administering a hospital-wide quality and continuous improvement program for a large acute-care hospital, which involves, responsibility for planning, directing, and coordinating quality management, case management, utilization review, social work services and/or other related programs designed to objectively and systematically monitor and evaluate the quality and appropriateness of patient care given.

Positions in this class receive general direction from the Chief Executive Officer, Chief Medical Officer or designee. Supervision is nominal and administrative in nature.

Examples of Duties:

Plans, directs and administers the quality and continuous improvement program for a large acute-care hospital; develops and implements policies and procedures; continuously assessing and improving hospital-wide performance; maintaining appropriate quality control programs; effects changes to comply with new requirements and regulations; responsible for resolution of program problems; explains policies and procedures to all individuals involved; provides direction and guidance to administrative staff; evaluates clinical outcomes and compliance with established Joint Commission on Accreditation of Healthcare Organizations (JCAHO), Food & Drug Administration (FDA), U.S. Environmental Protection Agency (EPA), Occupational Safety & Health Administration (OSHA), Center for Disease Control & Protection (CDC), Centers for Medicare & Medicaid Services (CMS), and Department of Health (DOH) standards; serve as hospital-wide consultant and liaison on all issues concerning quality; serves as hospital-wide advisor and analyst on all issues concerning the Joint Commission on

Accreditation of Healthcare Organizations (JCAHO); coordinates the establishment and implementation of policies and procedures concerning JCAHO; reviews all patient complaints and collaborates with medical staff, risk management and corporate compliance to analyze and implement changes in operational procedures to effect greater quality of service; evaluates utilization data to identify trends for deviations in standards of care, facilities and makes recommendations for improvement; identify and research performance improvement concerns, issues, and trends through the identification and recording of criteria; prepare special and periodic reports concerning operations and other matters related to the hospital; keep abreast of rules, regulations, standards for the JCAHO, DOH, and CMS which affect the hospital; meets with staff to maintain liaison between the medical staff and other units in the hospital; establishes and maintains good public relations with a variety of groups; many supervise several department managers.

Knowledge of: Principles and practices of administration; the rules and regulations standards for the Joint Commission on Accreditation of Healthcare Organizations (JCAHO), Food & Drug Administration (FDA), U.S. Environmental Protection Agency (EPA), Occupational Safety & Health Administration (OSHA), Center for Disease Control & Protection (CDC), Centers for Medicare & Medicaid Services (CMS), and Department of Health (DOH); current trends and new developments in healthcare administration; quality improvement processes, data collection and statistical analysis; administrative and clinical hospital operations; principles and practices of supervision; good customer service principles.

Ability to: Develop, implement and monitor programs for assuring and promoting compliance with all governing organizations; interpret laws, rules, regulations and policies; secure and analyze facts and statistical data and make sound administrative decisions; develop new policies and procedures; analyze and prepare reports; maintain cooperative working relationships; meet and deal effectively with the employees, physicians and others.

This is the first class specifications for the class Quality and Continuous Improvement Officer, effective May 17, 2005 .

DATE APPROVED: May 17, 2005

JANICE WAKATSUKI
VP/Director of Human Resources