



**Chief Quality Officer
JOB DESCRIPTION**

Position Title:	Chief Quality Officer (CQO)	Exemption Status:	Exempt
Job Classification:		Job Code:	
Department:	Quality Management		
Reports to:	Chief Executive Officer (CEO)		
Last Update:	03/27/2018		

Job Summary

This individual has oversight and responsibility over all quality, risk management and patient safety related activities within the organization. Directs the efforts of all the performance improvement initiatives to ensure overall compliance with all regulatory standards including national, state, CMS, DNV and other agencies. He/She works with clinicians and administrators to improve overall patient safety and systems-level outcomes. Responsible for the facilities quality, patient safety and risk management programs with an emphasis on patient safety, and harm reduction. Supports, promotes and encourages a culture of safety throughout the organization.

Essential Functions

- Facilitates alignment between improvement initiatives and the organizations strategic plan; directs the day-to-day execution of the strategies and tactic necessary to successfully improve the outcomes and results of the organization.
- Responsible for maintaining the facilities system-wide Quality program; to include data collection, aggregating and analyzing data, maintaining policies and procedures and reporting to administrators, Medical Staff and the Board.
- Works closely with Clinical and Non-Clinical teams for improvement on key performance indicators, designs processes for new initiatives, services and other targets identified by Roosevelt General Hospital leadership.
- Serves as an internal consultant to administration, staff, and physicians in the areas of regulatory, process improvement, performance monitoring, and statistical analysis.
- Focuses on better healthcare value and quality, including the improvement of clinical outcomes, patient experience, patient safety, costs, revenue, productivity, efficiency, employee and physician satisfaction, and process reliability.
- Coordinate, manage and report Core Measures, ACO/MIPS/MACRA and meaningful use measures and other quality metrics as assigned.
- Collects and reports HCAHPS data for the facility.
- Organize all Quality Management meetings, maintain minutes and makes recommendations to the committee based on best practice and current regulatory standards.
- Conduct internal audits and risk analysis as determined by the Quality Management Committee.

- Participate in nursing and physician peer review processes and chart reviews, as necessary.
- Manage and support physician peer review processes by ensuring the collection and analysis of data for provider FPPE/OPPE, scorecards, quality metrics, etc.
- Analyzes all assigned areas for opportunities of improvement and makes applicable recommendations for process, system, procedure, and operational changes to improve healthcare value and quality ie: Core Measures, Hospital Acquired Conditions, etc.
- Assists in the establishment of operational performance measurements and the monitoring of trends in key performance indicators to evaluate effectiveness, reliability, efficiency, etc. using available information systems data. Where other data is necessary but not readily available, will design and implement appropriate data collection. Uses data from appropriate external sources, including comparative databases.
- Manages performance improvement projects, flow and alignment to assure milestones and key performance indicators are met within defined parameters. Documents the results of projects, and submits other documentation as requested.
- Participates in the Grievance Committee and works with department leaders to resolve investigations within the incident reporting system.
- Evaluate and document the effectiveness of the quality management system.
- Ensure organizational adherence to all CMS, NIAHO (DNV) and ISO 9001 standards and regulatory requirements.
- Design, coordinate and maintain various aspects of the patient safety and risk management programs for all of Roosevelt General Hospital and its affiliated clinics.
- Complete Claim Initial Report Form (IRF) on each potentially compensable event and forward to the appropriate parties. Ensure completion of IRF for Notice of Intents and Summons & Complaints. Maintain records and log in issues tracking system and keep administration informed of occurrences.
- Review, investigate and analyze incidents for risk and adverse event identification, loss prevention and claims management purposes, including both potential and actual patient injury. Recommend interventions which will enhance the safety and well-being of patients, staff and organization at large.
- Mobilize departmental or administrative support to address unresolved high-risk practices.
- Collaborate and coordinate with administrators and other departmental leaders on all patient safety/ risk management issues.

Other functions/duties:

- Complete annual performance evaluation for self and employees and implement plans of correction when needed.
- Manage a departmental budget; leads cost efficient and effective operations, creates plan of correction for any operating expenses that deviate more than 10% from budget.
- Use problem-solving and conflict resolution skills to foster effective work relationships with team members.
- Maintain required competencies for self and all employees within the department.
- Pursue professional growth and participates in a professional organization.

Non-Essential Functions

- Perform other duties as assigned.

Professional Requirements

- Adhere to dress code, appearance is neat and clean.
- Complete annual education requirements.
- Maintain employee and patient confidentiality at all times.
- Report to work on time and as scheduled.
- Wear identification while on duty.
- Maintain regulatory requirements, including all state, federal and local regulations.
- Represent the organization in a positive and professional manner at all times.
- Comply with all organizational policies and standards regarding ethical business practices.
- Maintains confidentiality and protects sensitive data at all times.
- Communicate the mission, ethics and goals of the organization.
- Participate in performance improvement and continuous quality improvement activities.
- Attend regular staff meetings and in-services.

Qualifications

- Bachelor's degree in nursing, healthcare administration, or a similar field of study with a strong analytical base, required
- A minimum of three (3) years' experience in a hospital facility required, Quality/Risk leadership experience, preferred
- Master's degree in nursing, healthcare administration, or a similar field of study with a strong analytical base, preferred
- CPHQ (Certified Professional in Healthcare Quality), preferred
- Basic Life Support certification required within 30 days of hire

Knowledge, Skills, and Abilities

- Knowledge of CMS and DNV standards and regulations.
- Skill in organizing and prioritizing workloads to meet deadlines.
- Ability to develop policies and procedures.
- Ability to teach and evaluate clinical performance.
- Knowledge of system process analysis, quality/process improvement techniques, design, and integration, at a level of complexity associated with integrating processes across multiple departments of an organization.
- Possess a level of analytical ability to problem-solve, evaluate, plan, and direct process improvement projects and benchmarking activities for all clinical and non-clinical departments.
- Ability to compile, code and categorize, or verify information/data
- Strong organizational and interpersonal skills
- Ability to determine appropriate course of action in more complex situations
- Ability to work independently, exercise creativity, and maintain a positive attitude
- Ability to manage multiple and simultaneous responsibilities and to prioritize scheduling of work
- Ability to maintain confidentiality of all medical, financial, and legal information
- Ability to complete work assignments accurately and in a timely manner
- Ability to communicate effectively, with excellent verbal and written communication skills
- Ability to handle difficult situations involving patients, physicians, or others in a professional manner

Physical Requirements and Environmental Conditions

- Working irregular hours
- Work in varying degrees of temperature (heated or air conditioned).
- Work under extreme pressures.
- Exposure to blood and body fluids, communicable diseases, chemicals, radiation, and repetitive motions
- Ability to frequently handle hazardous/infectious waste.
- Position requires reaching, bending, stooping, and handling objects with hands and/or fingers, talking and/or hearing, and seeing.

General Sign-off

The employee is expected to adhere to all agency policies and to act as a role model in adherence to agency policies.

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities.

I have read, understood and had the opportunity to ask questions regarding this position description.

Employee's Signature

Date