

Job Description

Job Title	Manager, Quality and Patient Safety
Department	Quality Improvement
Reports to	Chief Nursing Officer
Date	2014

Overall Purpose of Job

Assumes the daily organisational responsibility for quality improvement and patient safety. Coordinates education and consultations to the CEO, Board of Directors, medical staff, and department heads and hospital staff. Leads the hospital accreditation survey process. Assures hospital compliance with regulations and standards using regular surveys and centralised tracking.

The primary goal is to assure the hospital is in full compliance with all accreditation and licensure standards at all times. An additional component of the job involves the coordination of the Risk Management Programme designed to identify, prevent and minimise risk.

Works collaboratively with the Beacon Hospital corporate insurance carrier, ensuring effective measures are developed, implemented and maintained to maximise efforts to decrease or eliminate the patient, visitor, staff and organisational risk of adverse occurrences. Works collaboratively with the Infection Control and the Health and Safety Committee on recognising, eliminating and controlling health hazard risks in the workplace.

Key Responsibilities and Deliverables

- Prepares directives, guidelines, information on various components of quality management and patient safety for dissemination throughout the Hospital.
- Develops and maintains repository of clinical criteria, articles and other resource material for dissemination throughout the Hospital.
- Develops and maintains a quality and outcomes management information system.
- Directs the collection, measurement and presentation of data required for monitoring quality and patient safety indicators.

- Leads the hospital accreditation survey process. Reviews accreditation and regulatory agencies survey findings and develops and manages action plans to address non-compliance.
- Participates in tracer activity as part of the tracer team.
- Develops and manages the education and technical expertise in quality improvement and patient safety of the hospital staff, medical staff and Board of Directors.
- Performs ongoing reviews of regulations, Irish healthcare law and appraises management of changes.
- Reviews all occurrence reports submitted by departmental heads for completeness of documentation and accuracy. Reviews, analyses, aggregates and trends all occurrence reports.
- Leads the team in any Root Cause analysis necessary and reports findings to the appropriate people
- Oversees and manages the complaint process ensuring effective communication with all involved and adheres to the complaint policy process here at Beacon Hospital.
- Reports any potential claims to the insurance carrier in a timely manner.
- Provides ongoing monitoring and evaluation of the effectiveness of the hospital performance improvement and risk management programs. This includes an evaluation of the previous year plan and assuring the plan for the next year is approved by the appropriate committees.
- Works with the Materials Management and Pharmacy Departments on the recalls of equipment and medications.
- Serves as a liaison between the insurance carrier and assigned investigators for gathering information and setting up interviews for claims.
- Participates in orientation and the ongoing education and training of hospital staff.
- Works collaboratively with the Infection Control Program as well as the Health and Safety Committee to identify and correct unsafe conditions and work practices.

Person Specification

Qualifications	EDUCATION: Received or currently undergoing a higher degree in a healthcare discipline. Master's degree preferred.
Experience	Requires a minimum of 5 years of management experience in healthcare.
Job Specific Competencies and Knowledge	<p>LANGUAGE SKILLS: Ability to read, analyse and interpret the general business periodicals, professional journals, technical procedures or government regulations. Ability to write reports, business correspondence and procedure manuals. Ability to make effective and persuasive presentations on complex topics to top management, public groups and/or boards of directors.</p> <p>REASONING ABILITY: Ability to define problems, collect data, establish facts and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in verbal, mathematical or diagram form and effectively deal with several abstract and concrete variables. Ability to apply common sense understanding and professional experience to carry out complex tasks and assignments; ability to deal with multiple tasks, assignments or problems with varying priorities.</p> <p>PHYSICAL DEMANDS: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The employee is regularly required to use hands to finger, handle or feel and talk and hear. The employee frequently is required to stand, walk, sit and reach with hands and arms. The employee is occasionally required to stoop or kneel. The employee must regularly lift and move up to 10 pounds. Specific vision abilities required by this position include close vision and colour vision.</p> <p>COMPUTER SKILLS: This position requires the understanding and utilisation of data base development</p>
Personal Competencies	All posts in Beacon Hospital require a high level of flexibility to ensure the delivery of an effective and efficient service. Therefore, the post holder will be required to demonstrate flexibility as and when required by their manager or hospital management.

This job description is intended to be an outline of the areas of responsibility and deliverables at the time of its writing. As the Hospital and the post holder develop, this job description may be subject to review in light of the changing needs of the Hospital.

Job Description received by employee:

Signature

Date

Name (Block Capitals)