

Job Description

Job Title	Quality Improvement Co-ordinator
Department	Quality and Patient Safety
Reports to	Quality and Patient Safety Manager
Date	April 2012

Overall Purpose of Job

The focus of the role of Quality Co-ordinator is to support the hospital's mission "to deliver exceptional patient care in an environment where quality, respect, caring and compassion is the core of our practice".

This position is responsible for contributing to hospital-wide and departmental quality initiatives. This involves performing the assessment and analysis of operations and processes.

Additionally, the Quality Improvement Co-ordinator works collaboratively with staff and managers to promote, design and implement improvements and innovations at UPMC Beacon Hospital.

In order to achieve defined outcomes, the Quality Improvement Co-ordinator engenders commitment, encourages cultural changes, disseminates information, and provides support for behavioural safety process changes.

The purpose of the Quality Co-ordinator is patient-centeredness, staff vitality, process efficiency and waste reduction, and safe and reliable patient care.

Key Responsibilities and Deliverables

- Undertakes quality initiatives, audits, risk management as due in conjunction with the Quality and Patient Safety Manager.
- Consults with administrative and medical staff Managers, department heads, and critical committees as appropriate to finalise and advance the project goals.
- Effectively co-ordinates the assessment of current operational processes at UPMC Beacon facilities and Satellites as directed by the Patient Safety and Quality Manager.
- Assesses institutional/departmental readiness and identifies strategies to achieve goals as directed by the Patient Safety and Quality Manager.
- Leads or co-facilitates teams by coaching and advising team members to fulfill their role in a project team.
- Creates a supportive environment in the department that is sensitive to the issues and needs of that area by regularly consulting with the Patient Safety and Quality Manager and front-line staff.
- Works to ensure that quality improvement and innovation work remains focused on one or more of the following goals: patient-centeredness, staff vitality, process efficiency and waste reduction, and safe and reliable patient care.
- Assures application of a tracking method to monitor progress towards goals by collecting accurate, timely data to display the quality, cost, and service outcomes.
- Effectively communicates improvements that are made to work teams, staff, managers, and administrators throughout the organisation.
- Maintains accountability for ongoing self development activities, especially related to presentation facilitation, change management and application of quality improvement activities.
- When assigned, completes special projects and performs other related duties according to agreed upon goals and parameters.

Person Specification

Qualifications	<ul style="list-style-type: none"> • Educated to minimum Degree level – preferably with a Masters Degree. • RGN or Medical qualification desired.
Experience (Amount and Type)	<ul style="list-style-type: none"> • Preferred experience in a clinical discipline for 10 years. • Prior management or project management skills are required that demonstrate the incumbents ability to plan, implement, and manage complex projects.
Job Specific Competencies and Knowledge	<ul style="list-style-type: none"> • Knowledge of information systems and process improvement techniques is also required. • Data management and analysis expertise is essential, specifically Excel.
Personal Competencies	<ul style="list-style-type: none"> • All posts in UPMC 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 of hospital management. • Ability to manage own workload and prioritise effectively. • Effective time management and organisational skills. • Ability to work on own initiative. • Good interpersonal skills. • Effective communication skills. • Ability to work within a multidisciplinary team.

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