

Job Description

Job Title	Quality Improvement Coordinator
Department	Quality and Patient Safety
Reports to	Quality and Patient Safety Manager
Date	2014

Overall Purpose of Job

We will provide exceptional patient care in an environment where quality, respect, caring and compassion are at the centre of all we do.

The focus of the role of Quality Co-ordinator is to support the hospitals mission. 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 the 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 Improvement Co-ordinator is patient-centeredness, staff vitality, process efficiency and waste reduction, and safe and reliable patient care.

Key Responsibilities and Deliverables

- Works to ensure that the focus of the Quality Department remains focused on the following goals; patient centred, safe and reliable patient care, staff vitality, process efficiency and waste reduction.
- Creates a supportive environment within the Quality Department that is sensitive to the issues and needs of the area by regularly consulting with the Patient Safety Quality and Innovation Manager and staff.
- Manages, investigates, and concludes, audits and reports on patient and customer complaints, compliments.
- Manages, organises, audits and reports on Patient Satisfaction feedback.
- Assists in coordinating the Joint Commission International (JCI) accreditation and national accreditation and licensing process.
- Undertakes required quality initiatives, audits, risk management as due in conjunction with the Quality, Patient Safety and Innovation Manager.
- Effectively coordinates the assessment of current operational processes at Beacon facilities as directed by the Manager of Quality, Patient Safety and Innovation
- Liaises with Administrators, Department Heads, Managers and committees to identify Quality Improvements projects required; and leads or co-facilitates as appropriate to finalise and advance project goals
- Assures the application of a tracking method which monitors progress towards goals by collecting accurate, timely data to display the quality, cost and service outcomes.
- Effectively communicates improvements made to teams, managers, staff and administrators throughout the organisation.
- Assists with conducting or supporting clinical audit activities.

- Assists with policy development and review including document control management.
- Assists with staff education and training on quality improvement and risk management projects and tools.
- Committee participation as required to promote Quality, Patient Safety, Innovation and Risk Management activities.
- As required fulfils the roles necessary in the absence of the Quality, Patient Safety and Innovation Manager.
- Any other duties that may be assigned from time to time by Hospital Management.
- Maintains accountability for ongoing self-development activities, especially related to presentation facilitation, change management and the application of quality improvement activities.

Person Specification

Qualifications	<ul style="list-style-type: none"> ▪ Educated to minimum Degree level – preferably with a Master’s Degree. ▪ RGN or Medical qualification desired.
Experience	<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 incumbent’s 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"> ▪ Ability to manage own workload and prioritise effectively. ▪ Effective time management and organisational skills. ▪ Ability to work on own initiative. ▪ Good interpersonal skills. ▪ Ability to work within a multidisciplinary team. ▪ 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)