

JOB DESCRIPTION

|  |  |
| --- | --- |
| Position: | Director of Quality |
| Department: | Operations |
| Reports to: | Chief Operations Officer |
| FLSA Status: | Exempt Position |
| Grade: | 20 |

**GENERAL PURPOSE:**

Under the general direction of the Chief Operations Officer (COO), the Director of Quality (DQ) is in charge of the Total Quality Management Program, formation of all quality committees, and implementation of all quality activities within the organization. DQ creates quality reports for the Quality Council, CEO, and Board of Directors. DQHI participates and facilitates the meetings of the Quality Management committees, works as a liaison among the CEO, Quality Council, and Quality Management committees. In addition, DQ oversees the formation of Quality Improvement Committees/taskforces as needed.

**MAIN RESPONSIBILITIES & DUTIES:**

1. Implements the Total Quality Management Plan
2. Facilitates the formation of the Quality Council, Quality Management Committees (QMC), and Quality Improvement Committees as needed
3. Facilitates Quality Council meetings (minutes, discussion, agendas, and reports)
4. Prepares and presents quality reports to the Quality Council
5. Prepares summary reports for the CEO, and the Board’s Quality & Personnel Committee
6. Participates and facilitates all QMC meetings, and ensure dissemination of best practices across the organization.
7. Ensures that QMC meetings are following the Nolan accelerated performance improvement process (Plan Do Study Act)
8. Ensures that all quality meetings are taking place within the entire organization and that documentations of such meetings is kept and is accessible to auditors
9. Analyzes patient data and creates EHR reports to present to the QC and HIM committees.
10. Ensures the implementation of QI/QA operating procedures
11. Ensures QI/QA assessments are conducted
12. Monitors QI/QA outcomes
13. Updates QI/QA operating procedures as needed
14. Performs qualitative and quantitative reviews of the health record order and content.
15. Creates and maintains the health records manual.
16. Completes special projects as assigned, and other duties as needed.

**QUALITIES & CHARACTERISTICS**

1. Maintains a professional relationship and positive attitude with co-workers, the public, patients, all Ampla Health’s employees, Board of Directors and vendors.
2. Maintains the highest professional ethics and is honest in dealing with people; is a model for all employees through his/her actions.
3. Strives to learn more and is receptive to learning different ways of doing things.
4. Displays enthusiasm toward the work and mission of Ampla Health.

**PROFESSIONAL KNOWLEDGE, SKILLS & ABILITIES**

1. Required: Master’s degree in Health Administration, nursing, public health, business administration, and 2 years of experience in process improvement of quality improvement, or Baccalaureate degree in health field (Nursing, Public Health) and 5 years of experience in performance improvement or quality improvement.
2. Valid California RN license
3. Strong analytical, problem solving and research skills.
4. Must be proficient in MS Windows and MS Outlook, Excel, Power Point, and Word.
5. Proven ability to meet deadlines in a fast-paced environment.
6. High attention to detail.
7. Demonstrated ability to balance multiple responsibilities and prioritize incoming requests.
8. Written and verbal communication skills in English commensurate with college level education, with preference given for written and verbal communication skills in Spanish.
9. Valid California Driver’s License, proof of insurance, and personal transportation.

**COMMUNICATION SKILLS**

1. Must be able to interact with patients and staff courteously and calmly
2. Ability to communicate well with a group of diverse professionals

**WORKING CONDITIONS & PHYSICAL REQUIREMENTS**

1. May require prolonged sitting
2. Able to move up to 25 lbs. (small equipment, supplies, etc.)
3. Must be able to hear staff on the phone and those who are served in-person, and speak clearly in order to communicate information to clients and staff.
4. Must be able to have vision which is adequate to read memos, a computer screen, registration forms and other clinic documents
5. Ability to use general office equipment such as a computer, copy machine, telephone, etc.

|  |  |  |
| --- | --- | --- |
|  |  |  |
| EMPLOYEE NAME(PRINT) |  | EMPLOYEE SIGNATURE |
|  |  |  |
| DATE |  |  |