

**CLASS TITLE: ADMINISTRATOR OF JCAHO
ACCREDITATION STANDARDS AND
HOSPITAL CONTINUOUS QUALITY IMPROVEMENT**

Class Code: 02507400

Pay Grade: 35A

EO: A

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To assist Eleanor Slater Hospital's Chief Operating Officer and Chief of Medical Staff and clinical Services by providing consultative and expert advice and coordinate efforts and activities directed at meeting Joint Commission Accreditation of Health Organization (JCAHO) standards and requirements; to lead and coordinate the hospital's performance improvement program; to administer the hospital's training and education program; and to do related work as required.

SUPERVISION RECEIVED: Works under the administrative direction of superiors in the Eleanor Slater Hospital with considerable latitude for the exercise of initiative and independent judgement; work is subject to review by the hospital's Chief Operating Officer and Chief of Medical Staff and Clinical Services and through conferences and conformance to departmental policies and procedures, goals and objectives and rules and regulations.

SUPERVISION EXERCISED: Provides direction and consultative assistance to all hospital personnel involved in preparation activity focused on ensuring compliance to JCAHO standards; provides direction and training to all personnel involved in the implementation of CQI teams and data collection/analysis associated with performance improvement activities; provides administrative direction for training and education staff.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To be responsible for providing consultation and expert advice and coordination of efforts and activities directed at meeting JCAHO standards and requirements.

To lead and coordinate a hospital-wide performance improvement program.

To administer hospital-wide training and education programs.

To advise administrative officials of the Eleanor Slater Hospital regarding activities necessary to bring the hospital into compliance with JCAHO Standards.

To assist administrative and clinical staff in the development and implementation of activities related to the preparation for JCAHO surveys.

To take a lead role in the development of a hospital wide performance improvement plan which meets or exceeds the requirements of JCAHO Standards.

To coordinate the implementation of the hospital wide performance improvement plan.

To provide direction, consultation and just-in-time training to CQI teams and their facilitators in the use of CQI tools and techniques and data collections and analysis.

To provide direction for the integration of Training and Education and the hospital wide performance improvement program.

To assess the effectiveness of the hospital wide performance improvement program through the use of staff and patient satisfaction surveys, outcome measures, benchmarking, and, whenever possible, through comparison to other like facilities or appropriate reference data bases.

To assure the timely and complete production of an annual Training and Education Report to the Governing Body.

To assure the collection, analysis, publication and use of aggregate data in the development and implementation of hospital wide training and education goals and objectives.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A thorough knowledge of the Joint Commission on Accreditation of Healthcare Organizations Standards (Hospital Accreditation Program, Mental Health, Long Term Care); a thorough knowledge of the principles, concepts and practices of hospital continuous quality improvement programs and the ability to apply this knowledge on a hospital wide basis; a thorough knowledge of the principles and practices of staff and professional training and education programs and the ability to administer such programs on a hospital wide basis; a thorough knowledge of hospital organization and operations and the ability to work with and consult with the hospital's administrative, clinical and professional staff; the ability to write proposals, generate reports and write plans of correction; the ability to communicate and work effectively with all hospital staff; and other related knowledges, skills and capacities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through possession of a Master's Degree in Nursing, Psychology, Social Work, Business, Public or Health Care Administration; and

Experience: Such as may have been gained through employment in a responsible administrative capacity in a continuous quality improvement program..

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Revised: February 16, 1997

Editorial Review: 3/15/03