

CLASS TITLE: CHIEF OF QUALITY ASSURANCE (ELEANOR SLATER HOSPITAL)

Class Code: 02508500

Pay Grade: 43A

EO: A

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: Within the Department of Behavioral Health, Developmental Disabilities and Hospitals, to be responsible for improving patient and staff safety through proactive identification and management of risk (to both patients and staff) through facilitation of reactive investigations and the implementation of corrective action plans to prevent recurrence following incident/accident reports; to develop and implement a range of hospital wide training programs for all staff that focus on the methods recommended for early identification of risk (both clinical and non-clinical) and procedures for insuring patient safety; and to do related work as required.

SUPERVISION RECEIVED: Works under the administrative direction of the Chief Nursing Officer with wide latitude for the exercise of independent judgement; work is subject to review periodically through written reports and program effectiveness for conformance to established goals and policies, rules, regulations, standards and laws.

SUPERVISION EXERCISED: Plans, coordinates, supervises and reviews the work of subordinates assigned to assist.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To assume primary responsibility for identifying risk, evaluating the implications of those risks and implementation of corrective measures.

To develop, modify and monitor compliance with risk related hospital policies and procedures.

To incorporate the Department of Behavioral Health, Developmental Disabilities and Hospitals (BHDDH) policy and procedure with Eleanor Slater Hospital (ESH) policy and procedures.

To assist in the development of preventive measures through the performance improvement process.

To identify undesirable trends through data analysis and refer issues to the appropriate individual or team for resolution.

To monitor compliance with reporting, root cause analysis, and incident report timeframes.

To serve as primary liaison with the BHDDH, ESH leadership, department directors, vendors, and external agencies for risk management issues.

To complete all root causes analyses.

To prepare all elopement, incident reports, medical device events, Medication Error Review Committee (MERC), sentinel event, restraint and criminal acts reports.

To maintain the incident reporting database.

To prepare monthly statistical analysis to the fall prevention committee, and the restraint committee.

To serve as a member of the following committees:

- Root Cause Analysis Team (serve as Committee chair)
- Medication Error Review Committee
- Restraint Committee
- Ethics Advisory Council
- Fall Prevention Committee
- Infection Control Committee
- Performance Improvement Steering Committee
- Medical Equipment Committee
- Environment of Care Committee
- Incident Command System and Drills
- Patient Rights Committee
- Proactive Risk Assessment Committee

To perform related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: Thorough knowledge of the principals and practices of risk management programs; a thorough knowledge of risk control; knowledge of medical records, audit processes and procedures, health care environment, state and federal rules and regulations, Medicare regulations and related practices; good working knowledge of clinical documentation requirements; good working knowledge of federal and state laws pertaining to the health care and patient rights; excellent written and oral communication skills; the ability to integrate risk management experience; the ability to manage multiple projects at one time; and related capacities and abilities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: possession of a Master's degree in nursing, business administration, health care administration or a closely related field, or a JD degree; and Experience: Such as may have been gained through: five years of experience in hospital risk management.

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

Class Created: June 12, 2016