



S K Y L I N E  
H O S P I T A L

## **JOB DESCRIPTION**

**Position Title:** Quality Manager  
**Department:** Quality Improvement  
**Reports To:** Chief Nursing Officer  
**Date Revised:** 05/02/2017  
**Date Reviewed:**

### **DESCRIPTION OF POSITION**

The Quality Manager (QI Manager) position has primary responsibility for assuring the development and maintenance of a dynamic quality program that objectively measures and calls for action in areas of patient care, quality of care and patient satisfaction. The position works with all departments and services of the hospital in bringing a quality program based on data, analysis, action, tracking and revision (plan do, check, act); provides continuous training in the purpose and methods of an effective quality program; integrates the program at all levels of the organization; and actively promotes the culture of quality.

**The above statement is intended to describe the nature and level of work being performed. It is not an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.**

### **EDUCATION BACKGROUND AND EXPERIENCE**

- Five years of experience in the development and management of a quality program in a health care setting; progressive experience to QI program management level will be considered.
- Bachelor of Science degree in health care with 4 years clinical experience in field preferred;
- Supervisory experience preferred;
- Rural health care experience preferred

## **REQUIRED KNOWLEDGE AND SKILLS**

Computer ability including the development of data sheets, analytical display and reporting tools; Good interpersonal communication skills, both oral and written, and must be able to effectively prepare, present and discuss reports and studies with the Board, management, physicians and other appropriate groups and individuals; Time management, organization and problem-solving skills; Attention to detail; Supports hospital mission and strategic vision; manages hospital resources appropriately; complies with hospital policies and programs; maintains skill levels, licenses, and certifications; complies with all state and federal Compliance and HIPAA requirements; keeps lines of communication open between self and other hospital personnel; competent with computer programs; proper telephone etiquette and appropriate personal interaction; shows professional respect and courtesy to patients, families, physicians or colleagues; must be able to work well with others.

## **ESSENTIAL JOB FUNCTIONS**

1. In conjunction with the CEO, CNO, Medical Staff and Board of Directors coordinates the development of an organization-wide performance improvement direction, plan and philosophy.
2. Coordinates the development and presentation of high-level quality improvement reports to Board of Directors, Administration and Medical Staff.
3. Coordinates the development and evaluation of Skyline's Quality Plan annually, monitors on an ongoing basis, and recommends revisions as necessary.
4. Coordinates the summary of Skyline Hospital's annual activities in the Critical Access Hospital Periodic Evaluation and Performance Improvement Review.
5. Keeps up to date on regulatory and professional standards that call for quality monitoring, reporting and action;
6. Establishes and follows through on systems of quality information flow and reporting;
7. Keeps records of all QI studies and monitors their progress and compliance; Follows up on planned action and related action resulting from quality studies.
8. Provides on-going training and support to all levels of the organizations;
9. Supports and works with department heads in identifying, study preparation, and monitoring quality trends.
10. Develops, implements and maintains a standardized reporting format.
11. Prepares reports for presentation to Administration and the Board.

12. Coordinates efforts to enable Skyline Hospital's use of Electronic Health Records to meet Meaningful Use standards, submits attestations, and maintains documentation to support these efforts.
13. Coordinates reporting of unusual events throughout the hospital, solving system problems and tracking and reporting trends.
14. Coordinates response to patient complaints.

## PHYSICAL REQUIREMENTS

Position Title: Quality Improvement Manager

	Never (0%)	Seldom (1%-10%)	Occasionally (11%-33%)	Frequently (34%-66%)	Continuously (67%-100%)
Sitting					X
Standing			X		
Walking			X		
Bending/ Stooping			X		
Crawling	X				
Twisting			X		
Squatting/ Kneeling		X			
Climbing (Stairs/Ladders)				X	
Lifting 20 lbs.		X			
Carrying 20 lbs.		X			