

## JOB DESCRIPTION:

# Quality Improvement & Risk Manager/Compliance Officer



Position Title: Quality Improvement & Risk Manager/Compliance Officer  
Department: Administration  
Reports to: Chief Executive Officer (CEO)  
Classification: Regular, Full Time  
FLSA Status: Non-Exempt

### Summary of Position:

This position is responsible for providing direction and coordinating the development, implementation, and evaluation of the CDP's overall Quality Assurance & Performance Improvement Plan (QAPI), to identify trends, prioritize and recommend improvements, decrease duplication, and ensure compliance of state and federal regulations. The incumbent will investigate incident reports, patient complaints, and patient care issues. This position is also responsible for administering Risk Management and Compliance Programs for the organization.

### Essential Duties and Responsibilities:

#### Quality:

- Provides leadership for system-wide development and implementation of the QAPI Plan in all domains of quality including patient safety and care processes in accordance with the mission and vision of CDP.
- Develops a system for defining, identifying, monitoring, and analyzing departmental quality indicators.
- Reviews departmental indicators on a regular basis and makes recommendations as needed to ensure quality improvement efforts are effective.
- Identifies trends, prioritizes, and directs others in implementing recommended improvements. Ensures compliance with state and federal regulations pertaining to patient safety and quality improvement.
- Manages the data systems for patient satisfaction, producing and interpreting reports toward improvement of patient access and satisfaction.
- Reports quarterly and annual hospital quality data as required by state and federal regulations.
- Conducts quality improvement meetings and provides direction and education to all staff.
- Ensures the execution and communication of performance improvement activities throughout the organization by directing others in the implementation and communication of their performance improvement activities and reporting results to the CEO and/or Board as appropriate.
- Provides direction and participates in processes for establishing and implementing policies and procedures to address patient safety and quality of care.
- Facilitates and/or advises internal QI project teams and QI measures.
- Gathers and reports quality data to the following federal and state databases on a monthly, quarterly, and annual basis: Hospital Quality Improvement Contract (HQIC), National Health Safety Network (NHSN), QualityNet, Centers for Medicare/Medicaid Services Abstraction and Reporting Tool (CART).

#### Risk:

- Provides leadership for system-wide development and implementation of the QAPI Plan in all domains of quality including patient safety and care processes in accordance with the mission and vision of CDP.
- Identifies trends, prioritizes, and directs others in implementing recommended improvements. Ensures compliance with state and federal regulations pertaining to patient safety and quality improvement.
- Investigates incident reports, patient complaints and patient care issues, providing direction for facilitation of improvements to patient safety based on identified risks.
- Provides direction and participates in processes for establishing and implementing policies and procedures to address patient safety and quality of care.

- Develops, implements and annually reviews the Risk Management Plan for CDP.
- Assists CEO when working with malpractice carrier to decrease risk and educate staff. Acts as liaison between practitioners and insurance risk managers.

### **Compliance:**

- See Attachment A

### **Organization Responsibilities:**

1. Fosters a culture of service excellence which anticipates and responds to the needs of our customers.
2. Performs job duties and responsibilities in a manner that reflects the highest ethical and professional standards.
3. Maintains compliance with mandatory training initiatives, competencies, and licensure requirements.
4. Complies with all CDP and departmental programs, policies and procedures (i.e. administrative, HR, financial, clinical, quality, and safety policies and procedures).
5. Ensures and protects the confidentiality of sensitive information.
6. Complies with all federal, state, and local standards and laws regulating the provision of professional services (licensure and scope of practice).
7. Attends any mandatory training(s) or meeting(s) as required on a consistent regular basis.

### **Competencies:**

- Communication Proficiency.
- Collaboration Skills.
- Leadership.
- Organizational Skills.
- Presentation Skills.
- Teamwork Orientated.
- Technical Capacity.
- Time Management.
- Self-Driven and Motivated.

### **Education and Experience Requirements:**

A Bachelor's degree in a clinical or allied health field or equivalent experience. RN licensure preferred. CPHQ preferred. A minimum of three years of experience in health information, quality, or risk management preferred.

### **Knowledge, Skills and Abilities:**

Knowledge of data collection, analysis and data presentation. Strong organizational skills and capacity to manage complex tasks. Excellent problem-solving skills. Knowledge of federal and state laws and regulations. Project management skills. Working knowledge of Microsoft Office applications including Word, Excel, and Outlook.

### **Customer Service Skills:**

Ability to communicate effectively, using verbal and written communication skills in multiple relationships with a variety of cultural and social backgrounds. Ability to recognize, anticipate, and responds to the needs of all customers in a caring, respectful, and courteous manner that leads to satisfactory resolution. Utilizes communication skills effectively when interacting with appropriate verbal or written documentation to other health care providers. Interacts professionally with all constituencies. Consistently be a positive representative of CDP in the hospital and throughout the communities in which we serve.

### **Language Skills:**

Must be able to read and write English. Ability to read and interpret documents such as safety rules, policies and technical procedures. Ability to write and correspond with team members.

**Mathematical Skills:**

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to deal with formulas, scientific equations, graphs, and to deal with a variety of abstract and concrete variables.

**Work Environment:**

The work environment is a business office with moderate noise level consistent with the use of computers, printers and light traffic. Incumbent may be expected to alternate between sitting, standing, and ambulating within and between departments. Required to frequently use a keyboard.

**Physical Demands:**

Standing, sitting, walking, bending, pushing, and lifting up to 35 pounds. Must have the ability to carry out the physical demands of the position required in caring for patients.

	<b>RARELY/NEVER</b>	<b>OCCASIONALLY</b>	<b>FREQUENTLY</b>	<b>CONSISTENTLY</b>
<b>LIFTING*</b>		X		
Up to 10 lbs.		X		
11 - 24 lbs.		X		
25 - 34 lbs.	X			
35 - 50 lbs.	X			
51 - 74 lbs.	X			
75 - 100 lbs.	X			
Above 100 lbs.	X			
<b>STANDING</b>			X	
<b>WALKING</b>			X	
<b>SITTING</b>			X	

\*Any lifting of 35 lbs. or more requires the use of an assistive device and/or physical assistance.

**Exposure Category: 2**

1. Tasks that involve exposure to blood, body fluids or tissues. This includes all procedures or job related tasks that involve inherent potential for mucous membrane or skin contact with blood, body fluids or tissues, or potential spills or splashes of them.
2. Tasks that do not involve exposure to blood, body fluids or tissue, but exposure may be required as a condition of employment. Appropriate protective measures are readily available to these employees when needed.
3. Tasks that involve NO exposure to blood, body fluids or tissue and Category I tasks are not a condition of employment.

**HIPAA:**

As part of a federally mandated HIPAA compliance plan, we must designate access classifications for every job description. For the job description of Quality Improvement & Risk Manager/Compliance Officer, your classification is:

**UNRESTRICTED ACCESS – A workforce member with unrestricted access will have full access to protected health information, including a patient’s entire record, for accomplishing intended purposes.**

**Disclaimer:**

*Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice. I understand that my employment is for an indefinite period of time and that this facility can change wages, benefits, and conditions of employment at any time.*

**Signatures:**

This job description has been approved by all levels of management:

**CEO** \_\_\_\_\_

**HR** \_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

\_\_\_\_\_  
**Employee** **Date**

\_\_\_\_\_  
**Department Manager** **Date**