

DESCRIPTION: Under limited supervision from a facility administrator or program administrator, performs professional level work responsible to coordinate and implement a facility or state-wide, quality assurance program. Identifies opportunities for program/function improvement through a variety of activities and communicates such opportunities with appropriate organizational administrators and managers. Facilitates team formation and provides support to team activities that address these opportunities. Provides consultative advice and/or direction to administrators/managers in the development and utilization of QA measuring and monitoring tools to collect, manipulate and evaluate appropriate data relative to outcome standards. Performs related work as assigned.

EXAMPLES OF WORK: (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Directs and administers a comprehensive, coordinated, and integrated multi-disciplinary QA/PI program for one or more health care facilities or significant client service program.

Coordinates with program administrators/managers to determine data collection needs, develop data collection methods, and provide consultation in regard to data collection and analysis. Interprets correlation and other measures to adjust, weigh, and assess the significant differences, trends or relationships that exist among data.

Based on collection and analysis of data, identifies system barriers and opportunities for program improvement and directs program change, conducts root cause analysis to recommend program change, or consults with managers, task forces, planning teams, or committees to identify and remove program barriers.

Maintains accountability for follow up improvements and/or required plans of correction initiated through performance improvement activities/ teams/ projects. Collaborates with program and field staff on quality principles and the value of meeting and exceeding quality standards.

Coordinates preparation for mock surveys and external surveys and review processes. Functions as a resource consultant to administrators and managers on applicable program state/federal standards, regulations and guidelines. Identifies new or changes in standards or review process and provides leadership role to develop data collection system or organizational procedures/regulations relative to new or changed standards/survey procedures. Organizes and implements educational programs to maintain overall staff knowledge of the QA program and process.

Directs assigned QA staff and/or Service Area staff assigned to QA teams.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)

Knowledge of: program (such as health care delivery, protection & safety, etc.) theories, concepts, and practices; federal/state/other QA standards or regulations; survey procedures and techniques; and data collection and analysis concepts and practices.

G73280 – DHHS QUALITY ASSURANCE COORDINATOR (continued)

Ability to: coordinate work activities of project/work teams; direct and review the work of staff; develop, coordinate, and administer a comprehensive and integrated QA program; coordinate external survey processes; provide leadership and consultation to administrators/managers to endorse QA activities; communicate effectively; obtain cooperation of program officials to utilize QA procedures and practices; interpret and apply agency/state/federal laws and regulations; collect/interpret/analyze data relative to program outcome measures; conduct root cause analysis and present conclusions; work effectively with variety of officials and stakeholders.

Skill to: actively listen; utilize critical thinking; communicate effectively; persuade others; and make independent judgments.

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

A Bachelor's degree in a relevant field OR licensure as a registered nurse AND three years of program experience which includes statistical collection and analysis, interpretation of regulations and laws, evaluation of service efficiency, root cause analysis, and participation on QA/PI teams.

SPECIAL NOTES:

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).