



JOB DESCRIPTION: Quality Improvement & Risk Manager/Compliance Officer

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

Summary of Position

This position is responsible for providing direction and coordinating the development, implementation, and evaluation of the CDP's overall Quality Improvement program, 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 & Responsibilities:

Quality:

1. Provides leadership for system-wide development and implementation of the QI Plan in all domains of quality including patient safety and care processes in accordance with the mission and vision of CDP.
2. Develops a system for defining, identifying, monitoring, and analyzing departmental quality indicators.
3. Reviews departmental indicators on a regular basis and makes recommendations as needed to ensure quality improvement efforts are effective.
4. Identifies trends, prioritizes, and directs others in implementing recommended improvements. Ensures compliance with state and federal regulations pertaining to patient safety and quality improvement.
5. Manages the data systems for patient satisfaction, producing and interpreting reports toward improvement of patient access and satisfaction.
6. Reports quarterly and annual hospital quality data as required by state and federal regulations.
7. Conducts quality improvement meetings and provides direction and education to all staff.
8. 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.
9. Provides direction and participates in processes for establishing and implementing policies and procedures to address patient safety and quality of care.
10. Facilitates and/or advises internal QI project teams and QI measures.
11. Gathers and reports quality data to the following federal and state databases on a monthly, quarterly, and annual basis: Hospital Improvement Innovation Network (HIIN), National Health Safety Network (NHSN), QualityNet, Centers for Medicare/Medicaid Services Abstraction and Reporting Tool (CART).

Risk:

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

Quality Improvement & Risk Manager/Compliance Officer
Rev 4/24/2018
Page 1

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

Compliance:

18. 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.

Management Responsibilities:

None at this time.

Competencies:

1. Communication Proficiency
2. Collaboration Skills.
3. Leadership.
4. Organizational Skills.
5. Presentation Skills.
6. Teamwork Orientated.
7. Technical Capacity.
8. Time Management.
9. Self-Driven & Motivated

Education & Experience Requirements:

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

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

Quality Improvement & Risk Manager/Compliance Officer

Rev 4/24/2018

Page 2

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.

	RARELY/NEVER	OCCASIONALLY	FREQUENTLY	CONSISTENTLY
LIFTING*		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			
STANDING			X	
WALKING			X	
SITTING			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 Chief of Surgery, 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

ATTACHMENT A – COMPLIANCE OFFICER

Summary of Position

The Compliance Officer oversees the Corporate Compliance Program, functioning as an independent and objective body that reviews and evaluates compliance issues/concerns within the organization. The position ensures the Board of Directors, management and employees are in compliance with the rules and regulations of regulatory agencies, that company policies and procedures are being followed, and that behavior in the organization meets the company's Standards of Conduct.

The Compliance Officer acts as a channel of communication to receive and direct compliance issues to appropriate resources for investigation and resolution, and as a final internal resource with which concerned parties may communicate after other formal channels and resources have been exhausted.

The Compliance Officer acts as staff to the CEO and Board of Trustees' Compliance Committee by monitoring and reporting results of the compliance efforts of the company and in providing guidance for the Board and senior management team on matters relating to compliance. The Compliance Officer, together with the Corporate Compliance Committee, is authorized to implement all necessary actions to ensure achievement of the objectives of an effective compliance program.

DUTIES AND RESPONSIBILITIES

1. Develops, initiates, maintains, and revises policies and procedures for the general operation of the Compliance Program and its related activities to prevent illegal, unethical, or improper conduct. Manages day-to-day operation of the Program.
2. Develops and periodically reviews and updates Standards of Conduct to ensure continuing currency and relevance in providing guidance to management and employees.
3. Collaborates with other departments to direct compliance issues to appropriate existing channels for investigation and resolution. Consults with the corporate attorney as needed to resolve difficult legal compliance issues.
4. Responds to alleged violations of rules, regulations, policies, procedures, and Standards of Conduct by evaluating or recommending the initiation of investigative procedures. Develops and oversees a system for uniform handling of such violations.
5. Acts as an independent review and evaluation body to ensure that compliance Issues/concerns within the organization are being appropriately evaluated, investigated and resolved.
6. Monitors, and as necessary, coordinates compliance activities of other departments to remain abreast of the status of all compliance activities and to identify trends.
7. Identifies potential areas of compliance vulnerability and risk; develops/implements corrective action plans for resolution of problematic issues, and provides general guidance on how to avoid or deal with similar situations in the future.
8. Provides reports on a regular basis, and as directed or requested, to keep the Board and senior management informed of the operation and progress of compliance efforts.
9. Ensures proper reporting of violations or potential violations to duly authorized enforcement agencies as appropriate and/or required.
10. Establishes and provides direction and management of the compliance Hotline.
11. Institutes and maintains an effective compliance communication program for the organization, including promoting (a) use of the Compliance Hotline; (b) heightened awareness of Standards of Conduct, and (c) understanding of new and existing compliance issues and related policies and procedures.
12. Develops an effective compliance training program, including appropriate introductory training for new employees as well as ongoing training for all employees and managers.
13. Monitors the performance of the Compliance Program and relates activities on a continuing basis, taking appropriate steps to improve its effectiveness.