

## Northwest Colorado Health

### Director of Quality and People Operations

#### **General Statement of Duties:**

An exempt, executive position that oversees all aspects of the organization's quality improvement, human resources, and compliance. Development of plans, policies, and procedures related to quality, HR, and compliance.

#### **Supervision Received:**

Reports to the Chief Executive Officer.

#### **Supervision Exercised:**

Directly supervises and manages assigned Performance Improvement staff including Data Analyst, Health Information Systems Specialist, Human Resources Generalist, and Performance Improvement Specialist

#### **Essential Functions:**

- I. Develop, implement, and evolve an agency-wide framework to support ongoing continuous performance improvement and quality assurance. Develop and facilitate quality and process improvement education curriculum.
  - Act as internal consultant to administration and management staff for development and direction for performance improvement and quality assurance efforts overall. Promotes quality initiatives with external customers and suppliers.
  - Manages Performance Improvement Quality Assurance Committees to support ongoing work redesign, system changes, and identification and analysis of opportunities for improvement.
  - Provides reporting and narrative on all quality and performance improvement activities to key management staff and the Board of Directors.
  - Facilitates, communicates, and administers quality measurement activities. Applies statistical techniques to track and trend issues / results, and fosters a culture of data driven decision making.
  - Owns the data capture, integrity, and analysis process and systems, and oversees all use and communication of data and reporting. Facilitates, communicates, and supports the activities needed to obtain measurable results of continuous improvement.
2. Serve as the Agency Risk Manager
  - Foster the agency in a culture of risk management and safety and oversee all risk assessment efforts and communicates risk assessments to the Board of Directors and key management staff.
  - Execute the occurrence reporting system and the risk management process, which includes identifying risk, analyzing risk, and examining response to risk, selecting appropriate techniques for managing risk, implementing those techniques, and evaluating the effectiveness of the chosen techniques.
  - Coordinates risk management education of staff and oversees the policy creation, revision, and communication process.
  - Oversees safety and security issues and directs disaster management and preparedness Ensures compliance with accreditation standards

- Investigates patient complaint and grievances, and coordinates disclosure of harmful medical errors, and carries out event reporting and investigation
  - Performs activities related to loss prevention and reduction, oversees claims management
3. Responsible for the overall management of Human Resources.
    - Assists agency staff with hiring, personnel management, payroll, and terminations.
    - Coordinates and assures personnel files are kept in accordance with agency policies and applicable laws.
    - Ensures accuracy of payroll systems in accordance with agency policy and associated labor laws.
    - Serves as facilitator in dispute resolution process
    - Oversees administration and management of workers' compensation programs
  4. Serves as the Agency Corporate Compliance Officer.
    - Coordinates provider credentialing
    - Reviews contracts for liability issues
    - Manages the corporate compliance program, including coordinating legal defense, monitoring medicolegal issues, and ensuring compliance with federal, state, and local laws and regulations
    - Facilitates compliance trainings for staff
  5. Responsible for program budget maintenance, grant reporting, and resource development as necessary to assure success and sustainability. Including
    - Hiring and oversight of contract employees as designated by grant deliverables
    - Progress and budget reports for grants
    - Participates in job related conferences and training sessions as needed.
    - Serves as liaison and advisor to the Chief Executive Officer specifically regarding people operations, data analysis, and customer experience.

This description of responsibilities is intended to provide only basic guidelines for meeting each responsibility. Additional responsibilities may be added, as appropriate.

**Education:**

1. College degree (preferably in Business Administration, Human Resources, or Project ) or equivalent work experience
2. Minimum of ten years of business experience, and understanding of quality, process improvement, and measurement concepts.

**Experience:**

Three to five years experience in a healthcare quality system desired. Management and quality system experience required.

**Requirements:**

1. If car is used, must provide proof of adequate insurance coverage totaling at least \$300,000 and valid Colorado driver's license.

**Skills:**

1. Supervisory and leadership skills.
2. General office and administrative skills.

3. Strong written and verbal communication skills.
4. Use of analytical skills.
5. Facilitation skills.

**Knowledge:**

1. Knowledge of public health programs.
2. Thorough understanding of health care environment.
3. Knowledgeable and skilled in community education, public relations, fund development, grant/proposal writing, and communication principles and practices.
4. Protocols and Policies - Demonstrates understanding of company-wide and department-specific policies and protocols.
5. Knowledge of data management systems highly desired.
6. Must possess knowledge regarding CQI theory, peer review status, applicable laws regarding medical-legal principles.

**Abilities:**

1. Must be able to coordinate a team to meet communities' needs.
2. Ability to develop and implement long range plans, business and marketing plans; and facilitates day to day operations.
3. Provides a positive approach to discerning opportunities for improvement or change, taking advantage of the situations, and functioning as a change agent.
4. Accepts responsibility of senior management team member with agency-wide purview and commitment to effective team functioning and results.

**Equipment:**

1. Daily use of telephone, copier, and other office equipment.

**Working Conditions:**

1. Position is in a well-lighted, accessible office environment, and involves sitting approximately 90% of the day, walking or standing the remainder.
2. This position meets the criteria for Category 3 of OSHA's guidelines for exposure to biohazards.

*This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management retains the right to add or change the duties at any time.*

**I, \_\_\_\_\_ acknowledge that on this date, I have received the following job description for my present position.**

**Signature of Employee:** \_\_\_\_\_

**Date:** \_\_\_\_\_