



Director of Quality Assurance and Compliance

Job Title:	Director of Quality Assurance and Compliance
FSLA Classification:	Exempt
Department:	Administration
Supervisor:	Executive Director

Job Summary

Under the supervision of the Executive Director, the Director of Quality Assurance and Compliance has accountabilities for the monitoring, implementation and evaluation of process and programs to meet regulatory, accreditation and standards of practice. This individual also identifies improvement opportunities, supports initiatives of others, and serves as an organizational expert for current trends, innovations and healthcare changes designed to positively impact patients and care delivery processes.

Essential Job Functions

Duties include, but are not limited to:

- Performs effective presentation and communication skills; ability to present information in a clear and concise manner.
- Responsible for ensuring processes to monitor and evaluate safety, risk management and infection control programs.
- Provides direction and coordination of quality improvement activities utilizing continuous quality improvement principles and methodologies.
- Responsible for the implementation and monitoring of the organization's quality improvement program.
- Identify issues proactively that are related to quality of care and make appropriate referrals, ensuring review, investigation and follow-through as appropriate.
- Maintain Compiles, trends and reports quality data in the following areas: patient care, safety, risk management, infection control, outcomes, and customer satisfaction.
- Serves as primary reviewer of daily documentation to assure documentation is complete and consistent with care and reflects legal requirements.
- Provide direct feedback to clinicians, with reports and engagement of Managers as appropriate.



- Is a member of the Patient Grievance Committee collaborates with management personnel in follow-up of concerns expressed by patients, families, and physicians.
- Lead and direct one or more key processes, which may include, but are not limited to, quality, regulatory and risk management functions: Quality Reviews, State Reports, Root Cause Analysis, Peer Review, and other accreditation, Risk Management, Quality Projects and issues.

Quality and Data

- Maintain Works in collaboration with other all Fresno PACE supervisors, providers, front-line staff and organizational departments to design, implement and evaluate care delivery initiatives.
- Uses quality management tools and measurements to monitor standards, processes, and outcomes of care.
- Works in collaboration with all Fresno PACE supervisors, providers, front-line staff and organizational departments to review and interpret quality management data feedback and then make appropriate changes to improve outcomes of care.
- Facilitates meetings to gather input and provide feedback to all Fresno PACE supervisors, providers and front-line staff regarding care initiatives and outcomes of care.
- Actively participates in the creation, update and ongoing testing of business continuity and disaster recovery planning and preparation.

Knowledge, Skills and Abilities

- Proficient knowledge of computer skills. MS Office (Word, Excel, Access, PowerPoint, and Outlook).
- Ability to speak, read, writes, and understands English effectively at a level appropriate for the job.
- Knowledge of general office procedures, equipment and filing systems.
- Ability to communicate effectively, both orally and in writing.
- Ability to quickly learn department policies, procedures, goals, and services.
- Skill: Attention to detail and accuracy.
- Ability to change priorities regularly.

Non-Essential Job Functions

- Attend and participate in staff meetings, in-services, projects, and committees as assigned.
- Adhere to and support the center's practices, procedures, and policies including assigned



break times and attendance.

- Accept assigned duties in a cooperative manner; and perform all other related duties as assigned.
- Be flexible in schedule of hours worked.
- May require use of personal vehicle.

Working Conditions and Physical Demands

The working conditions and physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to access all areas of the center throughout the workday.
- Ability to lift up to 35 pounds occasionally, 15 pounds frequently, and 7 pounds constantly; required to obtain assistance of another qualified employee when attempting to lift or transfer objects over 25 pounds.
- Requires constant hand grasp and finger dexterity; frequent sitting, standing, walking and repetitive leg and arm movements, occasional bending, reaching forward and overhead; squatting and kneeling.
- Ability to communicate verbally with an excellent comprehension of the English language.
- Work is generally performed in an indoor, well-lighted, well-ventilated, heated, and air-conditioned environment.

Experience

- Minimum of three (3) years of demonstrated successful experience in the Quality healthcare field of work.
- Minimum of one (1) year of documented experience working with a frail or elderly population.

Education and Certification

- At a minimum a Bachelor level education.
- A Master's degree within the field of Healthcare Management preferred.
- Is medically cleared for communicable diseases and has all immunizations up-to-date before engaging in direct participant contact.