

Quality Improvement Manager

Job Title:	Quality Improvement Manager
FLSA Classification:	Exempt
Department:	Quality Improvement
Supervisor:	Quality Improvement Director

Job Summary

The Quality Improvement Manager will performs effective presentation and communication skills; ability to present information in a clear and concise manner. Responsible for ensuring processes to monitor all quality improvement programs that evaluate safety, risk management and infection control programs. Provides direction and management of quality improvement activities utilizing and 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.

Essential Job Functions

Duties include, but are not limited to:

- Compiles, trends and reports quality data in the following areas: patient care, safety, risk management, infection control, outcomes, and customer satisfaction.
- Drafts new policies and reviews all policies on an annual base for content.
- 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 Leadership and other Managers as appropriate
- Participates as the hosting member of the Fall Committee, quality improvement committee and 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, Survey Readiness, State Reports, Root Cause Analysis, Peer Review, and other accreditation, Risk Management, Quality Projects and issues.
- Additional duties as assigned.
- Excellent planning and supervision abilities.

- Ability to work effectively and harmoniously with staff, elderly, public and private agencies, governmental officials, providers of services, and peers.
- Energetic, well organized, dependable, and resourceful.
- Effective oral and written communication skills.
- Working knowledge of desktop application software (Microsoft Office).

The Quality Improvement Manager 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.

Education and Certification

- At a minimum a Bachelor level education Information Systems, Business, Finance, Healthcare or related field is required.
- 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.

Core Values

- **Respect** at the core of our interactions.
- **Honesty and Integrity** with every endeavor
- **Patient – Centered** care aligned with participant values, beliefs, and preferences.
- **Encouragement** that motivates and empowers others to be the best they can be.
- **Quality Care** that is efficient, transformative and innovative.

Acknowledgment

I have read the above job description and fully understand the requirements set forth therein. I meet all the requirements of this position, and I can perform all essential functions of the job with or without reasonable accommodations. I agree to abide by the requirements set forth in this document.

I understand the contents of this job description are presented as a matter of information only and as guidance as to the expectations of Innovative Integrated Health (IIH) for this position. This job description is not intended to give rise to contractual rights or obligations, or to be construed as a guarantee of employment for any specific period of time or for any specific type of work. Furthermore, IIH reserves the right to interpret, amend, modify, or cancel or withdraw any or all sections or provisions of this job description at any time with or without notice.



I understand that employment at IIH is “at will”, meaning that employment is for no definite period of time and may be terminated by me or IIH at any time and for any reason.

Employee Print Name

Employee Signature

Date

We are an Equal Opportunity Employer and do not discriminate against any employee or applicant for employment because of race, color, sex, age, national origin, religion, sexual orientation, gender identity, status as a veteran, and basis of disability or any other federal, state or local protected class.