

**CENTRAL MONTANA MEDICAL CENTER
MANAGEMENT POSITION DESCRIPTION**

Position Title	Quality Improvement Manager	Grade	
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Department	QI Improvement	Exempt	
Immediate Supervisor	CNO		X
Supervisor next in line	CEO	Workweek	

POSITION SUMMARY

- Provides management and oversight of the Quality Improvement Department. (QI Department)
- Manages and Coordinates team based approach to Quality.
- Assist with the overall compliance with State Licensure/HCFCA Conditions of Participation Standards and preparation for State/Federal Surveys.
- Participates in committees as needed including but not limited to Improving Operational Performance (IOP). Medication Safety, Survey Readiness, Safety and Infection Control.
- Attends Medical Staff and Board Meetings if requested.
- This is a working manager position, able to fill in as department has needs.

Continued employment and raises in this position are dependent upon Central Montana Medical Center's fiscal viability and:

- **Actions and communications that contribute to a team concept and create a positive environment for all customers**
- **Acceptable performance of essential and all job duties**
- **Acceptable attendance record**
- **Accountability for safety to self, patients, visitors and all customers, and care of equipment and building**
- **Adherence to departmental and facility policies and procedures, education requirements, compliance monitoring and reporting, and CMMC Code of Conduct**
- **Accountability for the consequences of own actions**
- **Physical and emotional ability to perform essential functions**
- **Acceptable background investigation results if required for position**

Minimum Education, Experience, Licensure, Certification required:

- Must be a graduate of an accredited school of nursing. Maintains current RN licensure within the State of Montana.
- Minimum of three years nursing experience, with two years leadership experience in the hospital setting preferred.
- Quality Management experience preferred.
- Strongly encourage QI certification within 12-18 months after employment.
- **Basic Computer Skills**

**ESSENTIAL FUNCTIONS/DUTIES:
(Must be able to perform with or without accommodation)**

1	Supports and demonstrates Central Montana Medical Center's Vision, Mission and Values Statements.
2	Provides oversight to the department to ensure a coordinated, strategic approach to the quality programs.
3	Maintains documentation and meets requirements for Quality Assurance/Improvement.
4	Develops and demonstrates effective communication tools to disseminate information and to interact with department and organization's staff.
5	Completes required productivity reports in a timely manner.
6	Oversees, maintains, and guides the implementation and evaluation of the hospitals Quality improvement plan.

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7	Chairs, schedules meetings, prepares agenda and maintains the minutes for the quality improvement council and the improving organizational performance committee.
8	Prepares Quality improvement information in summary format to be submitted to CEO/Board of Directors.
9	Oversees customer satisfaction process and surveys; utilization and summary reports given to appropriate areas (staff, administration, Board of Directors).
10	Develops and implements policies and procedures as necessary or requested; evaluates and revises same annually.
11	Assists and serves as a resource to hospital, medical staff, and administration for Quality Improvement and Risk management issues as appropriate.
12	Receives reports and data related to QI, analyzes trending, patterns, and submits reports as required.
13	Participates in meetings, committees, events as appropriate and or/requested. Attends Safety, infection control, and medical staff committee meetings as needed to identify and assist with quality improvement activities.
14	Interview and hire new employees in the department, supervise orientations and training, manage/discipline employees.
15	Review/revise job descriptions if needed.
16	Encourage teamwork by creating an environment of empowerment, accountability and defined metrics for each person and the department.
17	Prepares and oversees Budget for the Department.
18	Other duties as assigned.

Knowledge, Skills, Abilities:

- Possesses basic knowledge of Federal and State standards/conditions of participation as a guideline for CQI.
- Basic knowledge of current quality management/performance improvement/risk management philosophy and standards;
- Advanced organizational and oral/written skills;
- Ability to present complex information to individuals and groups;
- Ability to identify, define, and evaluate priority problems and suggest solutions.

OCCUPATIONAL EXPOSURE for this position:

	Category I	Direct contact with blood or other bodily fluid to which universal precautions apply
	Category II	Activity performed without blood/bodily fluids exposure, but exposure may occur in emergency
X	Category III	Task/activity does not ordinarily entail predictable exposure to blood/bodily fluids

OTHER EXPOSURE for this position:

	Radiation	
	Noise	
	Other (Specify)	

**PHYSICAL DEMANDS:
(Essential functions strength rating for position - see Job Analysis)**

X	Sedentary	Exert up to 10# occasionally or negligible force frequently
	Light	Exert up to 20# occasionally, < 10# frequently or negligible force constantly
	Medium	Exert up to 50# occasionally, up to 25# or up to 10# constantly
	Heavy	Exert up to 100# occasionally, up to 50# frequently or up to 20# constantly

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	Very Heavy	Exert > 100# occasionally, > 50# frequently or > 20# constantly
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I HAVE READ AND UNDERSTAND THIS POSITION/JOB DESCRIPTION, AND HAVE BEEN PROVIDED THE OPPORTUNITY TO ASK QUESTIONS AND RECEIVE APPROPRIATE ANSWERS. I ALSO UNDERSTAND THAT REASSESSMENT OF ABILITIES TO MEET POSITION REQUIREMENTS MAY BE PERIODICALLY REEVALUATED.

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Employee's Signature	Supervisor's Signature	Date
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