

TITLE OF POSITION: QUALITY IMPROVEMENT MANAGER

TITLE OF IMMEDIATE SUPERVISOR: Director of Nursing

RISK OF EXPOSURE TO BLOODBORNE PATHOGENS – LIMITED

DUTIES
Assist in the development, implementation and evaluation of the Continuous Quality Improvement (CQI) program and activities that support Agency's objectives in delivering quality patient care services.
RESPONSIBILITIES
Assist the Quality Improvement (Q.I.) Director in developing and implementing an Agency CQI program.
Assist in preparing monthly Medicare billing.
Assist Q.I. Director in reviewing 485's and 486's.
Assist Q.I. Director with chart audits.
Assist Q.I. Director with quarterly U.R. statistics.
Assist in the implementation of approved recommendations and assessing the Agency's success in correcting clinical record deficiencies.
Regularly participate in case conference activities and assure through attendance and record reviews that conferences are conducted and documented in accordance with Agency policy.
Review all reports of complaints, errors, incidents, and grievances to ensure that they are fully documented and properly handled in the time-frame and manner specified by the Agency's policy.
Coordinate a program for risk management which encompasses written guidelines and provides for supervision of workers on cases with risk factors, such as: contagious disease, infections, AIDs, hepatitis, high tech therapies, high tech equipment and supplies, and other situations in which the patient or worker is at risk.
Makes home visits regularly to observe care being rendered, to assess the condition and use of equipment and supplies, and to receive reports of the patient/family satisfaction with care.
Assist the Director in evaluating and resolving employee complaints, grievances and turnover issues.
Perform other tasks as assigned by the Administrator, DON and Q.I. Director.
Assure the confidentiality of clinical records.
Promote and maintain an environment that is compliant with Federal, state and local regulatory agencies.
Participate in development and implementation of a staff educational program for documentation and Quality Improvement.
Work with administrative and supervisory personnel regarding home care visits to assure high quality and proper follow-up patient care with regard to patient needs.
Consult with physicians when necessary to ensure and maintain safe, efficient and quality patient care.
Perform chart audits and assists with case conferences.
Participate with other health, civic, education and professional groups as directed by the Director of Quality Improvement, the Administrator and the Director of Nursing.
Keep current on local area issues and works with organizations that work to improve the health and welfare of the community as directed by the Administrator and the Director of Quality Improvement.

JOB CONDITIONS	
Position is stressful in terms of meeting deadlines.	
It requires minimal lifting of office records and printouts.	
It is primarily a desk job which essentially involves sitting, standing stooping and walking, as well as an inordinate amount of telephone communication.	
Travel is required, by car or airplane to local, out-of-town or state seminars, conferences or meetings.	
The ability to communicate well, both verbally and in writing in English is required.	
EQUIPMENT OPERATION	
Utilization of CRT, calculator, multi-line telephone, copy machine, basic medical equipment.	
COMPANY INFORMATION	
Has access to all patient medical records, personnel records and patient financial accounts which may be discussed with the Executive Director, Director of Finance, Employee Relations and Quality Assurance department staff, as well as outside government agencies.	
QUALIFICATIONS	
1. Must be a Registered Nurse or Licensed Practical Nurse.	
2. Must be adept at preparing patient charts.	
3. Must have experience in developing, implementing and evaluating continuous quality improvement programs and activities.	
4. Must have the ability to demonstrate self-confidence and a positive attitude and maintain enthusiasm and commitment with respect to goal achievement.	
5. Must have a criminal background check.	
ACKNOWLEDGMENT	
EMPLOYEE NAME	
EMPLOYEE SIGNATURE	DATE