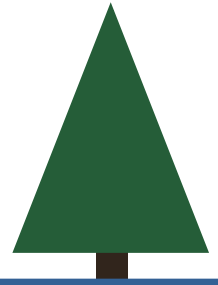




# St. Croix Regional Family Health Center



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## QUALITY IMPROVEMENT MANAGER

Department: Administration  
Effective date: 08/06/2024

Reports to: Chief Quality Officer  
Reviewed:

**SUMMARY OF FUNCTIONS:** The Quality Manager is responsible for ensuring quality healthcare is being administered to all patients.

### MAJOR DUTIES AND RESPONSIBILITIES:

- Supervises, plans, organizes, and leads personnel or contracted staff who facilitate patient referral processes, case management, and patient triage services.
- Supports the accomplishment of corporate strategic plans that achieve high impact and significant improvements in organizational performance.
- Guides employees who lead or facilitate quality improvement activities, provide project management, data analysis and measurement of outcomes, document and report the results and accomplishments of quality improvement initiatives.
- Monitors initiatives and project development within the quality improvement program.
- Monitors and facilitates risk management program.
- Works with the Chief Quality Officer, Medical Director and others to develop performance improvement targets for quality, service and efficiency for the organization.
- Assures that improvement activities are documented and reported within the organization and externally as appropriate.
- Demonstrates problem solving, leadership, conflict management and team building skills in order to ensure a productive work environment and achievement of goals.
- Receives and reviews all customer satisfaction surveys and customer contacts and complaints. Reviews complaint trends and reviews corrective actions with appropriate personnel.
- Prepares reports and other documentation required by regulatory agencies and to support the quality assurance function.
- Attends Board of Director meetings and other Health Center meetings as required.
- Will represent SCRFHC on external committees and work groups as required.

### EXPERIENCE AND/OR EDUCATIONAL REQUIREMENTS:

Bachelor's degree in Nursing preferred or willingness to obtain.

Must have demonstrated leadership, supervisory and interpersonal relationship skills. Knowledge of federal and state regulations governing clinical care.