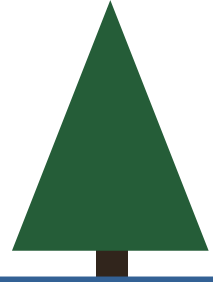




St. Croix Regional Family Health Center



QUALITY IMPROVEMENT MANAGER

Department: Administration

Reports to: Chief Quality Officer

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

MAJOR DUTIES AND RESPONSIBILITIES:

1. Supervises, plans, organizes, and leads personnel or contracted staff who facilitate patient referral processes, case management, patient triage services, and Medical Assist Lead.
2. Supports the accomplishment of corporate strategic plans that achieve high impact and significant improvements in organizational performance.
3. 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.
4. Monitors initiatives and project development within the quality improvement program.
5. Monitors and facilitates risk management program.
6. Works with the Chief Quality Officer, Medical Director and others to develop performance improvement targets for quality, service and efficiency for the organization.
7. Assures that improvement activities are documented and reported within the organization and externally as appropriate.
8. Demonstrates problem solving, leadership, conflict management and team building skills in order to ensure a productive work environment and achievement of goals.
9. Receives and reviews all customer satisfaction surveys and customer contacts and complaints. Reviews complaint trends and reviews corrective actions with appropriate personnel.
10. Prepares reports and other documentation required by regulatory agencies and to support the quality assurance function.
11. 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.