

Position Title: Quality/Risk Manager
Program Area: Agency Wide
Date Approved: _____
Review Dates: _____, _____, _____
Reviewer Initials: _____, _____, _____

Position Summary:

Responsible for the development, implementation and revision of organization-wide risk management and quality improvement programs. Manages risk and quality improvement projects in areas such as safety, human resources, utilization, infection surveillance, customer satisfaction, billing, competency and education. Oversees committee and individuals engaged in risk and quality initiatives.

Reports To: Administrator/Executive Director

Experience and Qualifications:

Licensed as a registered professional nurse in the state. Bachelor's degree in nursing, biology or other health care related field required. Possesses a minimum of three years of clinical experience with a minimum of one year of experience in risk management, quality improvement, safety management or infection control. Certification as a Professional in Healthcare Quality preferred.

Competency/Skill Requirements:

Competency required in the areas of interpersonal communications, excellent verbal and written skills and knowledgeable of Medicare, regulatory and credentialing criteria and standards. Able to utilize a telephone for internal and external communications. Knowledgeable of safety standards, spread of organisms and the adult learning process.

Key Responsibilities and Duties:

1. Develops and implements an organization-wide risk management and quality improvement program.
2. Coordinates the organization-wide utilization review process.
3. Facilitates staff education in the areas of safety, infection control and performance improvements.
4. Identifies quality indicators throughout service delivery areas.
5. Develops and implements risk measurements in both operational and clinical service lines.
6. Compiles a monthly, quarterly and annual report encompassing the areas of risk, infection, safety, compliance and quality.
7. Tracks, analyses, quantifies and compares data relative to risk, safety, infection and quality.
8. Supervises the completion of patient and referral customer satisfaction surveys.
9. Disseminates quarterly reports regarding the customer satisfaction survey data.
10. Oversees the surveillance for infections of staff, patients and caregivers.
11. Chairs the organization-wide risk and quality improvement project committees.
12. Develops, implements and revises on an annual basis organization-wide policies relative to risk, safety, infection control and quality.
13. Maintains polices and procedures in compliance with state, federal Medicare and credentialing standards and criteria.
14. Performs other duties as assigned.

Working Environment:

Potentially unsafe and unsanitary home environments. Potential travel in times of inclement weather. Office environment.

Position Physical Demands:

Driving or riding in a motor vehicle, standing, sitting, walking, bending, reaching and stretching. Lifting up to 50 pounds unassisted and up to 325 pounds utilizing an assistive device in the home. Limited lifting in the office of files not expected to exceed 10 pounds.

Safety Equipment:

Flexible goggles with side shields, anti-reflux respirator, protective gowns, aprons and gloves [as needed].

Supervision Responsibilities: ___No___Yes

Nature of Supervision:

I, _____, acknowledge receipt and understanding of this job description. I realize that this reflects a general list of responsibilities of the position, as well as a general description of the working environment and physical demands.

Signature

Date