

Human Resources
750 S. Wolcott
Room: G-50
Chicago, IL 60612



Job Code: 5341
Grade: 24
FLSA: Exempt

Standard Job Description

Job Title Director of Quality Improvement **Department** Cermak Health Services

Job Summary

The Director of Quality Improvement for Cermak is a health care professional who will direct quality and safety efforts in the detainee population at Cermak Health Services and the Cook County jail. Reports to the Site Administrator at Cermak for operational and logistical details; reports to the system Chief Quality Officer (COO) for strategic and policy details. Provides organizational direction and oversees of quality metric reporting. Provides oversight of the detainee health safety program including the reporting and analysis of sentinel events and the development and implementation of a patient safety plan. Responds to requests for information and collates and presents data as required by the Department of Justice and regulatory agencies. Prepares and delivers reports to such agencies as well as to Cook County governance including the Cook County Health & Hospitals System (CCHHS) Board of Directors. Performs other duties assigned by the COO for Hospital Based Services, and the Site Administrator at Cermak or the Chief Quality Officer.

This position is exempt from Career Service under the CCHHS Personnel Rules.

General Administrative Responsibilities

Management

- Contributes to the management of CCHHS staff and CCHHS' systemic development and success
- Discusses and develops CCHHS system policies and procedures
- Consistently uses independent judgment to identify operational staffing issues and needs and performs the following functions as necessary: hires, transfers, suspensions, layoffs, recalls, promotions, discharges, assignments, directs or disciplines employees pursuant to applicable Collective Bargaining Agreements

Supervision

- Directs and effectuates CCHHS management policies and practices
- Accesses and proficiently navigates CCHHS records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements

Collective Bargaining

- Reviews applicable Collective Bargaining Agreements and consults with Labor Relations to generate management proposals
- Participates in collective bargaining negotiations, caucus discussions and working meetings

Employee Engagement

- Documents, recommends and effectuates discipline at all levels
- Works closely with Labor Relations and/or Labor Counsel to effectuate and enforce applicable Collective Bargaining Agreements

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Typical Duties

- Initiates and oversees the development of a comprehensive safety/quality/ and PI program inclusive of the analysis and trending of data including patient grievances and e-Mers reports.
- Provide strategic oversight for quality committees with accountability for distribution of organizational communication.
- Provides annual reports when and as needed regarding performance improvement and quality programs.
- Assesses entity compliance with accreditation standards and regulations related in collaboration with entity leadership and staff.
- In conjunction with the medical staff and system leadership, directs and coordinates quality/performance improvement initiatives.
- Ensures competent staff orientation and development programs.
- Fosters and maintains collaborative relationships within CCHHS and with Cook County Department of Corrections (CCDOC) and stakeholders related to quality/performance initiatives.
- Regularly communicates PI and quality to leadership and staff.
- Manages department budget and determines fiscal requirements and prepares budgetary recommendations.

Reporting Relationships

Reports to the Site Administrator, Cermak

Minimum Qualifications

- Master's degree or higher in Nursing or Advanced Nurse Practitioner from an accredited college or university
- Five (5) years of clinical experience in an ambulatory/correctional/hospital care setting is required
- Five (5) years of experience in key roles in quality improvement at a system level is required.
- Previous experience with data analysis and interpretation is required

Preferred Qualifications

- Two (2) years of leadership at a Director/Administrative level is preferred
- Previous experience in clinical administration in ambulatory correctional hospital health care setting is preferred
- Additional certification or coursework in quality or patient safety is preferred

Knowledge, Skills, Abilities and Other Characteristics


- Excellent leadership skills with operational experience in regulatory, safety, care management and related fields
- Detailed knowledge of the regulatory environment including National Commission on Correctional Health Care and Joint Commission standards, and requirements for PCMH certification
- Outstanding written and verbal communication skills
- Must be detail oriented and have high standards of accuracy
- Experience working with Cerner electronic Medical Record System
- Proficient in Microsoft Word and PowerPoint
- Proficient in Excel spread sheet creation and development
- Ability to adapt and thrive in a complex organizational environment
- Ability to function independently and under time constraints

Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, "Typical Duties" are essential job functions.

Approval:  _____ Date 6/1/16
Chris Wurth
Site Administrator, Cermak

Approval: _____ Date _____
Gladys Lopez
Chief of Human Resources