



Job Code: 5341
Grade: 24
HCWR: N

Job Title

Director of Quality Improvement

Department

Cermak Health Services

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

Job Summary

The Director of Quality Improvement will direct quality and safety efforts in the detainee population at Cermak Health Services and the Cook County jail. 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 regulatory agencies. Prepares and delivers reports to such agencies as well as to Cook County governance including the Cook County Health (CCH) Board of Directors.

General Administrative Responsibilities

Collective Bargaining

- Review applicable Collective Bargaining Agreements and consult with Labor Relations to generate management proposals
- Participate in collective bargaining negotiations, caucus discussions and working meetings

Discipline

- Document, recommend and effectuate discipline at all levels
- Work closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiate, authorize and complete disciplinary action pursuant to CCH system rules, policies, procedures and provision of applicable collective bargaining agreements

Supervision

- Direct and effectuate CCH management policies and practices
- Access and proficiently navigate CCH records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements



General Administrative Responsibilities

Management

- Contribute to the management of CCH staff and CCH' systemic development and success
- Discuss and develop CCH system policies and procedures
- Consistently use independent judgment to identify operational staffing issues and needs and perform the following functions as necessary; hire, transfer, suspend, layoff, recall, promote, discharge, assign, direct or discipline employees pursuant to applicable Collective Bargaining Agreements
- Work with Labor Relations to discern past practice when necessary

Typical Duties

- Initiates and oversees the development of a comprehensive safety/quality/ and Performance Improvement (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 CCH 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.
- Performs other duties as assigned by the Chief Operating Officer, Correctional Health and/or CCH Chief Quality Officer

Minimum Qualifications

- Master's degree or higher from an accredited college or university
- Two (2) years of healthcare quality or safety improvement experience
- Two (2) years of managerial experience
- Experience with and knowledge of federal, state, and local requirements
- Intermediate proficiency using Microsoft Office

Preferred Qualifications

- Two (2) years of leadership at a Director/Administrative level
- Previous experience in clinical administration in ambulatory correctional hospital health care



Preferred Qualifications

setting

- Additional certification or coursework in quality or patient safety

Knowledge, Skills, Abilities and Other Characteristics

- Excellent leadership skills with operational experience in regulatory, safety, care management and related fields
- Knowledge of current trends in quality, patient safety, and performance improvement
- Detailed knowledge of the regulatory environment including National Commission on Correctional Health Care and Joint Commission standards, and requirements for PCMH certification
- Working knowledge and experience with Root Cause Analysis development
- 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.