



Job Code: 5405

Grade: 23

HCWR: N

Job Title

Clinical Laboratory Quality Manager

Department

Laboratory

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

Job Summary

The Clinical Laboratory Systems Quality Manager provides quality and regulatory management for all technical, logistic and administrative functions throughout the Cook County Health (CCH) laboratory system. Works proactively with CCH Lab Director, Pathologists, Medical Director's, System Managers, Supervisors, Nursing, and all staff throughout the organization. Intervenes where necessary on behalf of the Director of Laboratory, or Division Chair, Pathologists or Scientific Officers. Key responsibilities include managing a system quality program, ensuring that regulatory compliance is met, and to develop a quality system of six sigma and lean throughout the laboratory system.

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

- Provides technical, logistic and administrative support in quality management to laboratory staff including Medical Director, CCH Lab Director, Managers, and Supervisors by intervening on their behalf and representing the various laboratory sections to each site administration, medical staff and nursing.
- Performs quality assurance, quality control, proficiency testing, employee training and competency, process improvement through corrective and preventive action, deviation/nonconformances, risk/adverse events, internal/external assessments, safety and the physical environment, and patient safety and high reliability
- Assists with inspections/investigations conducted by an accrediting or regulatory agency.
- Leads and champions process-improvement initiatives and evaluate risks related to initiatives. Develops and deploys action plans to ensure process-improvement project sustainability and/or continued progress towards goals
- Creates, updates, maintains and is responsible policies and procedures related to Laboratory Quality Management
- Develops an employee training and competence program. Monitors section compliance with training and competence program. Assists Managers and Supervisors in application of this program.
- Conducts internal assessments as required by the Quality Program and regulatory agencies when needed.
- Monitors occurrence reporting including equipment maintenance records to insure corrective measures where implemented when needed.
- Develops implements and maintains the Quality System for the laboratory under direction of Lab Leadership.
- Assists in the updating and implementation of procedural changes to assure compliance with applicable state and federal regulations.
- Identifies processes requiring corrective or preventive action through a systematic data collection and analysis, prepares reports and initiates corrective action.
- Exercises professional judgment and discretion.
- Executes all duties and responsibilities with exceptional skill and judgment, and communicates effectively with staff and other hospital personnel in all matters pertaining to the laboratory and its operations.
- Collaborates with Laboratory Leadership and staff to work towards a standardization of



Typical Duties

methodologies, instrumentation workflows and to discuss and formulate approaches to common needs and concerns.

- Maintains an understanding on accreditation standards and regulatory guidelines and requirements.
- Attends and participates in meetings, professional seminars, and hospital committees.
- Performs other duties as assigned

Minimum Qualifications

- Bachelor's degree or higher in Medical Technology or other applicable scientific field of study . Must qualify as a MEDICALTECHNOLOGIST as defined by the Illinois Clinical Laboratories Code (Ill. Adm. Code 450)
- Minimum of five (5) years, full time professional work experience of a highly responsibly nature in a related area, at least three (3) years of which must include technical, administrative and supervisory oversight for the delivery of clinical laboratory services of a highly complex or specialized nature, or otherwise related to area of assignment.
- ASCP or AMT Certification as a Technologist or Medical Laboratory Scientist

Preferred Qualifications

- Minimum of seven (7) years, full time professional work experience of a highly responsibly nature in a related area, at least five (5) years of which must include technical, administrative and supervisory oversight for the delivery of clinical laboratory services of a highly complex or specialized nature, or otherwise related to area of assignment.
- Lean six sigma green belt certification or higher, Certified Professional in Healthcare Quality (CPHQ), (QI) accreditation, Certification by American Society for Quality (ASQ), or other equivalent certifications.

Knowledge, Skills, Abilities and Other Characteristics

- Comprehensive knowledge of CLIA, JCAHO, IDPH, CAP or other governmental or professional regulations applicable to the clinical laboratory and ability to apply such knowledge in assuming major responsibilities relative to inspections.
- Demonstrated strong communication skills, attention to detail, and interest in continuing education.
- Skill in exercising professional judgment and developing standards of performance, quality control, and quality improvement relative to the area of operations and other staff assigned therein.
- Ability to effectively provide technical, logistic and administrative support to other laboratory supervisors, managers and directors throughout the quality and regulatory process.
- Ability to write Procedures and associated training documents.
- Ability to consult and provide salient information and commentary at Department meetings, and assist in strategic planning with regard to area of specialization.
- Ability to speak in a highly technical and informed manner as reflects a thorough and comprehensive knowledge of the principles and concepts applicable to a particular area.
- Ability to design and implement a well-defined audit system appropriate of the section and



Knowledge, Skills, Abilities and Other Characteristics

ensure the competency of personnel through timely and effective evaluations.

- Ability to exercise sound judgment in administrative matters.
- Ability and willingness to participate as a member of management team in addressing contingencies which require taking charge or otherwise assisting or intervening in the coordination of a number of areas throughout the laboratory.
- Ability to maintain the confidentiality of patient related materials in compliance with HIPPA requirements. This position occasionally requires various types of physical exertion including, but not limited to climbing, lifting, pulling, pushing, prolonged standing, operating laboratory equipment and other devices, or moving moderate to heavy weight.
- The duties listed are not set forth for purposes of limiting the assignment of work. They are not to be construed as a complete list of the many duties normally to be performed under a job title or those to be performed temporarily outside an employee's normal line of work.

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.