

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



Job Code: 6773
Grade: 23
FLSA: Exempt

Standard Job Description

Job Title

Manager Clinical Excellence & Performance
Improvement

Department

Quality & Patient Safety

Job Summary

Reporting to the Chief Quality Officer, or a Director-level designee, the Manager Clinical Excellence & Performance Improvement, or a Director-level designee is responsible for identifying and analyzing patient safety events, facilitating performance improvement activities, and ensuring compliance with accreditation standards. Serves as a resource on quality and patient safety matters. Implements quality, patient safety, and regulatory standards in all clinical areas through education, facilitation, and coaching. The Manager Clinical Excellence & Performance Improvement will have direct involvement in improving the quality and safety of care through risk assessment and quality improvement techniques.

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

General Management Duties & 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 meeting

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 CCHHS system rules, policies, procedures and provision of applicable collective bargaining agreements

Supervision

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

General Management Duties & Responsibilities (continued):

Management

- Contribute to the management of CCHHS staff and CHHSS' systemic development and success
- Discuss and develop CCHHS system policy and procedure
- 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

- Facilitates development of quality metrics; guides development of area specific dashboards and assists in tracking and trending data
- Analyzes trends of performance metrics, identifies opportunities for improvement, and develops action plans
- Performs comprehensive clinical medical record review to identify quality of care risks, compile case summaries and prepare cases for committee review.
- Interprets quality metrics and identifies opportunities for improvement, and develops action plans
- Collaborates with and trains individuals and teams to implement monitoring and measurement tools, and data analysis techniques
- Facilitates quality efforts and coaches others in the development of performance improvement activities with an emphasis on process redesign and measurement
- Conducts root cause analysis (RCA) to proficiently facilitate patient safety efforts and group discussion
- Identifies industry best practices and assists with the annual development of the patient safety plan
- Maintains body of knowledge on clinical guidelines, regulatory requirements, and patient safety concepts
- Provides education and training on patient safety and advancing the culture of safety at Cook County Health & Hospitals System (CCHHS)

Reporting Relationships

Reports to the Chief Quality Officer or a Director-level designee

Minimum Qualifications

- Bachelor's degree from an accredited college or university
- A health care clinical licensed professional (e.g. Registered Nurse, Pharmacist, Physical Therapist, Occupational Therapist, Dietician, Licensed Social Worker, Licensed Clinical Social Worker, etc.)
- Two (2) years of healthcare experience in the field of Quality and Patient Safety
- Two (2) years of supervisory or managerial experience

Minimum Qualifications (continued):

- Intermediate proficiency with Microsoft Office (Word, PowerPoint, Excel)

Preferred Qualifications

- Masters' degree in Business or a health care related field
- Certification in healthcare quality and/or patient safety
- Project management experience
- Working knowledge of Joint Commission, Centers for Medicare and Medicaid Services (CMS), Agency for Healthcare Research and Quality (AHRQ), National Quality Forum (NQF), and Institute for Healthcare Improvement (IHI)
- Knowledge of Lean concepts

Knowledge, Skills, Abilities and Other Characteristics

- Must always demonstrate respect and collaboration in team activities and be able to demonstrate a record of such achievement
- Must have excellent communication skills and the ability to clearly communicate verbally, in person, and in writing with the health care team
- Ability to multi-task, prioritize, plan and organize projects and tasks while meeting deadlines
- Demonstrate analytical and organizational problem solving, critical thinking, and conflict management/resolution
- Ability to manage critical situations and carry out responsibilities in a professional manner at all times.


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: _____  _____ 8/18/2016
 Krishna Das Date
 Chief Quality Officer

Approval: _____  _____ 08/18/16
 Gladys Lopez Date
 Chief of Human Resources