



Job Code: 8058

Grade: 24

HCWR: N

Job Title

Director of Quality, Ambulatory

Department

Ambulatory Services

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

Job Summary

Cook County Health (CCH) is the third largest public hospital system in the nation. CCH cares for over 25,000 inpatients annually and has almost 1 million clinic visits per year. CCH is committed to excellence in the Quality of care provided to its patients and seeks to demonstrate this quality by full accreditation from Joint Commission as an ambulatory site and as a Primary Care Medical Home. The goal of constant readiness requires an understanding of regulatory requirements, policies and clinical processes to optimize preparedness, and requires a full-time qualified Quality Director. The Director of Quality, Ambulatory is a health care professional with experience in directing quality and safety efforts in the ambulatory setting. Provides oversight of the ambulatory patient safety program including the reporting and analysis of sentinel events and the development and implementation of the ambulatory patient safety plan. Leads continual readiness efforts in ambulatory sites across the system, including policy review, tracer activities, staff education and survey preparation and oversight.

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 PI program inclusive of the analysis and trending of data
- 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 external agencies, purchasers, and stakeholders related to quality/performance initiatives
- Regularly communicates PI and quality activities to leadership and staff
- Perform other duties assigned.

Reporting Relationship

Reports to the Chief Quality Officer or designee

Minimum Qualifications

- Master's or higher-level degree in Nursing or Advanced Nurse Practitioner or MD degree from an accredited college or university
- Five (5) years' clinical experience in the ambulatory setting
- Five (5) years' experience in key roles in quality improvement at a system level

Preferred Qualifications

- Two (2) years of leadership at a Director/ Administrative level preferred
- Ability to adapt and thrive in a complex organizational environment
- Ability to function independently and under time constraints
- Previous experience in clinic administration in ambulatory or primary care settings



Preferred Qualifications

- 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
- Detailed knowledge of the regulatory environment including Joint Commission standards, requirements for PCMH certification, and CMS conditions of participation
- Outstanding written and verbal communication skills
- Must be detail oriented and have high standards of accuracy
- Experience working with Cerner Electronic Medical Record Systems
- Proficient in Microsoft Word and PowerPoint

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.