

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



Job Code: 8108
Grade: 24

Standard Job Description

Job Title

Director of Patient Safety
(Patient Safety Officer)

Department

Quality and Patient Safety

Job Summary

The Director of Patient Safety (Patient Safety Officer) will direct safety efforts throughout the health system and serve as the Cook County Health & Hospitals System's (CCHHS) Patient Safety Officer (PSO). Provides strategic direction and oversight of all efforts to improve patient safety. Provides oversight of the process of reporting and analyzing safety events (including sentinel and 'never' events) and the development and implementation of an annual patient safety plan. Will collaborate with Medical Staffs, Risk Management, Compliance and other CCHHS executives to evaluate, develop and implement policy and programs to prevent and/or minimize risk, and monitor, analyze and report on patient safety events. Prepares and delivers reports to System governance including the CCHHS Board of Directors. Performs other duties assigned by the Chief Quality Officer.

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

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

Supervision

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

Management

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

General Administrative Responsibilities continued

- 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 strategic direction and oversees the development of a comprehensive patient safety program
- Manages and utilizes an electronic event reporting system and other confidential reporting formats to identify serious safety events throughout the health system; oversees reporting of safety events to external agencies as required by law and regulation
- Develops and manages data sources to
- Maintains safety dashboards to track and trend all safety events and reports to governance and leadership (system board and medical staffs)
- Leads efforts to analyze serious safety events including oversight of the RCA (root cause analysis) process and reporting on events and action plans to committees and system leadership
- Works closely with the Executive Medical Director and the clinical Department Chairs to evaluate and facilitate efforts to enhance and improve patient safety in both inpatient and ambulatory environments
- Partners with Nursing, Pharmacy and other clinical departments to develop structures and processes which lead to a high reliability institution and forwards the patient safety agenda
- Facilitates performance improvement projects to improve patient safety
- Measures and develops a culture of safety based on transparency, reporting and respect.

Reporting Relationships

Reports to the Chief Quality Officer

Minimum Qualifications

- Bachelor's degree or higher from an accredited college or university in a healthcare field)
- Formal quality training as evidenced by certificate such as HCQM, CPHQ, CPPS or training conducted through an acknowledged quality organization (IHI, ASQ, AHRQ or NQF) or ability to obtain certification within two years of employment
- Minimum of three (3) years' of clinical experience in a healthcare related field (i.e., but not limited to: social work, psychology, physical therapy, dietary, emergency tech, nursing)
- Minimum of five (5) years' experience in healthcare at a management level or above
- Minimum of three (3) years' experience directly involved in healthcare quality, patient safety, performance improvement or regulatory/accreditation.

Preferred Qualifications

- Previous leadership role in quality or safety at a healthcare institution
- Intermediate proficiency with Microsoft Office Suite including Word, PowerPoint, Excel, and Outlook

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge of the regulatory environment, including CMS, Joint Commission, NCQA
- Experience working with Cerner Electronic Medical Record Systems is preferred
- Excellent leadership skills with operational experience in patient safety, care management and related fields
- Outstanding written and verbal communication skills
- Outstanding interpersonal skills allowing complex interactions with all staff levels in the healthcare setting
- Must be detail oriented and have high standards of accuracy
- 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:

Ronald Wyatt
Chief Quality Officer

Date

Approval:

Barbara Pryor
Deputy Chief of Human Resources

Date