

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



Job Code: 8112
Grade: 24

Standard Job Description

Job Title

Director of Quality Improvement,
Hospital Based Services

Department

Quality and Patient Safety

Job Summary

The Cook County Health & Hospitals System (CCHHS) is one of the largest public hospital systems in the nation. The System cares for over 25,000 inpatients annually and has almost 1 million clinic visits per year. The John H. Stroger, Jr. Hospital of Cook County has a Level 1 Trauma Center, a busy Emergency Department serving 140,000 patients per year, a full service OR and Maternal Child Services. The System is committed to excellence in the quality of care provided to its patients and seeks to demonstrate this quality by fill accreditation from Joint Commission.

The Director of Quality Improvement, Hospital Based Services is a health care professional with experience in directing quality, safety and performance improvement efforts in the hospital setting. Reports to the Chief Operating Officer, Hospital Based Services for operational and logistical matters; and reports to the Chief Quality Officer for strategic and policy matters. Provides organizational direction and oversight of quality metric reporting. Provides oversight of the Hospital patient safety program including the reporting and analysis of sentinel events and the development and implementation of a patient safety plan. Leads continual readiness efforts across the Hospital, including policy review, tracer activities, staff education and survey preparation and oversight. Responds to requests for information and collates and presents data as required by the Regulatory Agencies. Prepares and delivers reports to such agencies, as well as to Cook County governance including the CCHHS Board of Directors. Perform other duties assigned by the COO or 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

General Administrative Responsibilities continued

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
- 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 including patient grievances and patient safety reports.
- Provides strategic oversight for quality committees with accountability for distribution of organizational communication.
- Prepares regular reports as needed for 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.
- Fosters and maintains collaborative relationships within CCHHS and with external agencies, purchasers, and stakeholders related to quality/performance improvement initiatives.
- Regularly communicates PI and quality activities to leadership and staff.
- Manages department budget and determines fiscal requirements and prepares budgetary recommendations.

Reporting Relationships

Reports to the Chief Quality Officer

Minimum Qualifications

- Master's or higher level degree in Nursing or Advanced Nurse Practitioner or MD degree from an accredited college or university
(Candidates who do not possess a license must provide official transcripts with evidence of coursework at the time of the interview)
- Five (5) years' clinical experience in a hospital setting
- Five (5) years' experience in key roles in quality improvement at a system level
- Previous experience with data analysis and interpretation

Preferred Qualifications

- Two (2) years of leadership at a Director/Hospital Administrator 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 a hospital care 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
- 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.

Approval:

Ronald Wyatt
Chief Quality Officer

Date

Approval:

Barbara Pryor
Deputy Chief of Human Resources

Date