



Job Code: 9515

Grade: 23

HCWR: N

Job Title

Process Improvement Manager

Department

Nursing Administration

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

Job Summary

The Process Improvement Manager oversees and directs process improvement for cross-functional nursing teams to achieve business goals, to support the constructive change from an improvement projects conception onward, and to transfer the ownership as the project matures to implementation. This position is responsible for identifying opportunities for improvement, developing, and implementing best practices and continuous improvement initiatives to achieve operational excellence.

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

- Plans, manages, and executes process improvement initiatives.
- Serves as an advisor and coach throughout CCH to build a culture of improvement across the Nursing Department.
- Engages stakeholders in developing and executing action plans, apply improvement tools and techniques in a collaborative group setting, execute educational initiatives, and build sustainable processes.
- Researches, analyzes, develops, and implements industry best practices. Identifies opportunities for improvement.
- Develops metrics to track performance and goal achievement.
- Works with cross-functional team members to understand processes, root causes and outcomes. and provide analysis and preparation of recommendations that will drive greater productivity, reduce waste, or eliminate duplication.
- Develops compelling presentations to influence change and drive engagement
- Identifies and develops plans to improve performance to be incorporated enterprise wide.
- Organizes and facilitates meetings to share ideas, discuss opportunities, provide guidance, lead process changes and coordinate with the IT organization at the appropriate stage
- Gathers benchmarking data and create/update metrics & audit processes to ensure established goals are met and process improvements are sustained.
- Educates and aligns team members to the principles, practices, and philosophy of continuous improvement.
- Collects and presents information and identifying risks to senior leadership for awareness, decisions, and action.
- Evidence of relevant continuing education in performance/process improvement and project management.
- Performs other duties or projects as assigned.

Minimum Qualifications

- Bachelor's degree from an accredited or university
- Five years' experience in process improvement, operations, or business management.
- Experience implementing and/or leading change management initiatives
- Experience and knowledge with Lean principles and Six Sigma methodology
- Experience and knowledge of root cause analysis and remediation tactics



Preferred Qualifications

- Bachelor's degree in business administration, process management, or healthcare operations from an accredited college or university
- Continuous process improvement experience
- Hospital operations experience
- Experience in training and coaching
- Experience in working with senior management and C-level executives on implementation of recommendations.
- Previous work as a Project Manager
- Project Management Certification
- Six Sigma Black Belt certification

Knowledge, Skills, Abilities and Other Characteristics

- Thorough knowledge understanding of the latest process enhancement strategies.
- Strong knowledge of performance improvement methodologies (5S, PDSA, A3, SIX SIGMA)
- Knowledge and understanding of root cause analysis and remediation tactics
- Excellent verbal and written communication skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups
- Demonstrate analytical and organizational, problem-solving, critical thinking, and conflict management/resolution skills
- Demonstrate attention to detail, accuracy and precision
- Ability to prioritize, plan, and organize projects and tasks
- Ability to operate in a high-performance environment, demonstrating good judgment and creative/original thinking to address the demands of the business.
- Ability to influence, motivate and provide clear direction.
- Ability to work in a fast-paced, multicultural work environment.
- Skilled in overseeing multiple projects with budget responsibilities.
- Ability to perform needs assessments.
- Ability to train and mentor all levels of employees and staff in process improvement

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.