



Career Service Authority

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Quality Review and Improvement Supervisor

GENERAL STATEMENT OF CLASS DUTIES

Assists in the planning and implementation of the Quality Review and Improvement Program functions for the Denver Health Medical Center.

DISTINGUISHING CHARACTERISTICS

This classification is located at Denver Health Medical Center and is being maintained for promotional purposes.

Guidelines, Difficulty and Decision Making Level:

Guidelines are in the form of stated objectives for the section, unit, function, or project.

Work assignment is generally unstructured and employee is responsible for assigning and supervising a variety of functions to achieve the objectives of the section, unit, or project. Duties performed involve weighing and evaluating factors requiring judgment, analytical ability, and problem solving.

Employee is responsible for simultaneous coordination and supervision of several functions, programs, or projects in various stages of completion.

Level of Supervision Received and Quality Review:

Under managerial direction, the employee has personal accountability for carrying out the work objectives of an organizational unit or section within the scope of established guidelines and the mission of the agency or department. Employee is expected to resolve problems that arise in the normal course of the work. Work may be discussed with higher level supervisors and reviewed for soundness of judgment and feasibility of decisions.

Interpersonal Communications and Purpose:

Contacts are of a non-prescribed nature involving the negotiation and resolution of problems and where exceptional degrees of discretion, judgment, and knowledge are required. Contacts where the exchange of information, support, influence, and cooperation may have a very significant impact on the division, programs, and/or policies of the organization.

Level of Supervision Exercised:

Supervises first level supervisors and additional staff.

ESSENTIAL DUTIES

Assists in the development and implementation of effective Quality Review and Improvement Program policies and procedures.

Assists in the direction of the functions of the specialized areas in Quality Improvement of Utilization Review, Quality Review and/or improvement and the medical and clinical monitoring and evaluation of medical records to ensure the agency is providing quality patient care and to identify processes that need to be improved or initiated.

Assists in the direction and maintenance of the Quality Review and Improvement Program and related medical and clinical services to ensure they meet accreditation standards for the Joint Commission on Accreditation of Health Organizations and other accrediting agencies.

Assists in directing the program that provides and coordinates the necessary surveillance involving the detection, control and prevention of nosocomial infections and/or diseases.

Supervises the quality management nursing review and utilization review staff and the infection control coordinator.

Reviews, develops or modifies work plans, methods and procedures, determines work priorities and develops work schedules to provide adequate staff coverage. Provides work instruction and assists employees with difficult and/or unusual assignments; encourages innovation. Assigns and distributes work, reviews work for accuracy and completeness and returns assignments with recommendations for proper completion.

Conducts hiring interviews and selects candidate(s) for job opening(s).

Resolves problems and mediates conflicts encountered during daily operations and determines appropriate solutions; promotes teamwork. Encourages regular communication, informs staff of relevant business issues and their impact on the organization.

Develops the performance enhancement plan, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Develops and implements training and development plans and opportunities for subordinate staff.

Encourages and guides others toward goals.

Ensures quality, effectiveness, and efficiency of unit activities and safety measures.

Documents causes for disciplinary action and initiates letters of reprimand and makes formal recommendations for disciplinary action. Responds to formal and informal employee grievances and prepares written responses.

By position, participates in planning and managing budget systems; prepares and presents budget recommendations to higher management; operates within budget parameters; adjusts work plans/activities as a result of budget changes.

Resolves operational problems related to the clinical quality review and improvement program which involves interfacing with personnel throughout the Denver Health Medical Center.

Works closely with administrative and medical directors to ensure comprehensive program delivery and quality patient care.

Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

MINIMUM QUALIFICATIONS

Competencies, Knowledge, & Skills:

Technical Competence – Understands and appropriately applies procedures, requirements, regulations, and policies related to specialized expertise (for example, engineering, physical science, law, or accounting) and maintains credibility with others on technical matters.

Integrity/Honesty - Contributes to maintaining the integrity of the organization; displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; is trustworthy.

Interpersonal Skills - Shows understanding, courtesy, tact, empathy, concern; develops & maintains relationships; may deal with people who are difficult, hostile, distressed; relates well to people from varied backgrounds & situations; is sensitive to individual differences.

Team Building – Manages group processes, encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

Human Resources Management – Empowers staff by sharing power and authority, develops lower levels of leadership, pushing authority down and out throughout the organization, shares rewards with staff, and ensures staff is properly selected, used, appraised, developed, and are treated fairly.

Managing Diverse Workforce – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce and manages workforce diversity.

Planning and Evaluating – Determines objectives and strategies, coordinates with other parts of the organization to accomplish goals, monitors and evaluates the progress and outcomes of operational plans, and anticipates potential threats or opportunities.

Oral Communication - Expresses information to individuals or groups effectively, taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.

Reading - Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Writing - Recognizes or uses correct English grammar, punctuation, and spelling; communicates information in a succinct and organized manner; produces written information, which may include technical material that is appropriate for the intended audience.

Problem Solving - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Reasoning - Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Decision Making - Makes sound, well-informed, and objective decisions; perceives the impact and implications of decisions; commits to action, even in uncertain situations, to accomplish organizational goals; causes change.

Stress Tolerance - Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).

Flexibility - Is open to change and new information; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with ambiguity.

Customer Service - Works with customers to assess needs, provide assistance, resolve problems, satisfy expectations; knows products and services; is committed to providing quality products and services.

Knowledge of quality health care standards and improvement methods sufficient to be able to direct a program related to quality improvement.

Knowledge of quality review and improvement programs sufficient to be able to ensure compliance with the Joint Commission on Accreditation of Health Organizations and other accrediting agencies.

Skill in developing techniques and methodologies to resolve unprecedented problems or situations.

Skill in following established policies and procedures, meeting unit objectives and standards for quality improvement, safety, environment and infection control.

Physical Demands (Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs):

Carrying: transporting an object, usually by hand, arm, or shoulder.

Balancing: maintaining body equilibrium to prevent falling over.

Reaching: extending the hand (s) and arm (s) in any direction.

Talking: expressing or exchanging ideas by means of spoken words

Hearing: perceiving the nature of sounds by the ear.

Lifting: raising or lowering an object up to 10 pounds.

Far Acuity: ability to see clearly at 20 feet or more

Near Acuity: ability to see clearly at 20 inches or less

Depth Perception: ability to judge distances and space relationships.

Field of Vision: ability to see peripherally.

Accommodation: ability to adjust vision to bring objects into focus.

Working Environment:

Exposed to unpleasant elements (accidents, injuries and ill-ness).

Handles emergency or crisis situations

Pressure due to multiple calls and inquiries

Subject to long irregular hours

Subject to many interruptions

Education Requirement:

Baccalaureate Degree in Nursing from a Colorado State Board approved school of nursing.

Experience Requirement:

Three years of professional nursing experience which includes two years of supervisory experience.

Education/Experience Equivalency:

Additional appropriate education may be substituted for the minimum experience requirement.

Licensure and/or Certification:

Possession of Colorado Registered Nurse License of permit at the time of appointment with permit to be used only until such time as decision on licensure is made.

Completion of the Career Service Authority supervisory training courses prior to the completion of the probationary period.

By position, requires a valid driver's license at time of application.

CLASS DETAIL

FLSA CODE: Non-Exempt

ESTABLISHED DATE: 09/16/1995

ESTABLISHED BY: Patricia Anderson

REVISED DATE: 11/01/2009

REVISED BY: Meredith Creme

CLASS HISTORY 11/2009: The class specification was updated and placed into the new class specification format.