



Career Service Authority

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Senior Quality Improvement Nurse

GENERAL STATEMENT OF CLASS DUTIES

Performs as project leader and monitors, maintains and reports on quality improvement surveillance.

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 generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, and gathered and discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

By position, performs lead work.

ESSENTIAL DUTIES

Coordinates the functions of one of the specialized areas in Quality Improvement of Utilization Review, Quality Review and/or Improvement and conducts medical monitoring and evaluation of medical records.

Analyzes all patient care activity to identify if patients were hospitalized or not hospitalized appropriately or tracking patient activity through to discharge to identify if all patient care was appropriate and necessary.

Compiles comprehensive data on all activity and generates reports to ensure the agency is providing quality patient care or to identify procedures that need to be improved or initiated.

Monitors, maintains and reports on quality improvement projects and follow up activities at Department of Health and Hospitals to assure compliance with the Joint Commission on Accreditation of Health Organizations and other accrediting agencies.

Accurately analyzes patient care for justifying third party payers. Performs liaison with patients, insurance companies, attorneys and other personnel to furnish accurate information.

Collects and analyzes specialized data and preparing accurate reports in accordance with regulatory agencies, Department of Health and Hospital's goals and third party payers for a variety of patient care procedures such as medication usage, mortality review, operative and invasive procedures and clinical pertinence and submits for review and action.

Works with all departments and personnel necessary for problem solving to achieve desired levels of quality improvement.

Monitors the coordination of gathering, abstracting and entering data to ensure accuracy.

Identifies and analyzes medical diagnosis and procedures administered and correctly places a variety of related codes such as ICD-9 coding and AIS coding to ensure the data categorizations meet the reporting specialization for federal reimbursement.

Enhances professional growth and development through participation in educational programs, receiving current literature, and attending in-service meetings and workshops.

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:

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

Writing - Recognizes and uses correct English grammar, punctuation, and spelling, communicates information in a succinct and organized manner, and produces written

information which may include technical material that is appropriate for the intended audience.

Self-Management - Sets well-defined and realistic personal goals, displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner, works with minimal supervision, is motivated to achieve, and demonstrates responsible behavior.

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

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.

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

Planning and Evaluating - Organizes work, sets priorities, determines resource requirements, determines short or long-term goals and strategies to achieve them, coordinates with other organizations or parts of an organization, monitors progress, and evaluates outcomes.

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 program goals, and causes change.

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

Teamwork - Encourages and facilitates cooperation, pride, trust, and group identity, fosters commitment and team spirit, and works with others to achieve goals.

Diversity – Is sensitive to cultural diversity, race, gender, and other individual differences in the workforce.

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

Technical Competence – Uses knowledge that is acquired through formal training and extensive on-the-job experience to perform one's job, works with, understands, and evaluates technical information related to the job, and advises others on technical issues.

Conflict Management - Manages and resolves conflicts, grievances, confrontations, or disagreements in a constructive manner to minimize negative personal impact.

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

Attention to Detail – Is thorough when performing work and conscientious about attending to detail.

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

Information Management – Identifies a need for and knows where or how to gather information and organizes and maintains information or information management systems.

Technology Application – Uses machines, tools, instruments, and/or equipment effectively and uses computer applications to analyze and communicate information in the appropriate format.

Learning – Uses efficient learning techniques to acquire and apply new knowledge and skills and uses training, feedback, or other opportunities for self-learning and development.

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.

Eye/hand/foot coordination: performing work through using two or more.

Fingering: picking, pinching, or otherwise working with fingers.

Handling: seizing, holding, grasping, or otherwise working with hands.

Hearing: perceiving the nature of sounds by the ear.

Repetitive motions: Making frequent movements with a part of the body.

Sitting: remaining in the normal seated position.

Standing: remaining on one's feet in an upright position.

Talking: expressing or exchanging ideas by means of spoken words.

Walking: moving about on foot.

Working Environment:

Exposed to patient elements.

Handles absentee replacement on short notice

Subject to many interruptions

Education Requirement:

Completion of a Nursing education program which satisfies the licensing requirement of the Colorado State Board of Nursing.

Experience Requirement:

Two years of professional nursing experience, which includes one year of experience in a quality improvement program.

Education/Experience Equivalency:

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

Licensure and/or Certification:

Possession of a Colorado Registered Nurse license or permit at time of appointment, with permit to be used only until a decision on licensure is made.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 09/16/1995

ESTABLISHED BY: Jean Canfield

REVISED DATE: 11/01/2009

REVISED BY: Blair Malloy

CLASS HISTORY 11/2009 - This class was revised, competencies and distinguishing characteristics added, and placed in new template.