



JOB CODE	
BAND	
FLSA	
FAMILY	

POSITION DESCRIPTION

POSITION TITLE: QUALITY IMPROVEMENT CONSULTANT - INTERNAL PROJECTS

DEPARTMENT: Anderson Center

SUPERVISOR'S TITLE: QUALITY IMPROVEMENT MANAGER (INTERNAL PROJECTS)

TITLES SUPERVISED: None

TOTAL NUMBER OF FTE's DIRECTLY OR INDIRECTLY SUPERVISED: 0

PURPOSE OF POSITION: Work with teams to achieve transformation and sustainable change in outcomes. Build organizational capability so that our customers improve outcomes, experience and value. System/Process Optimization including Strategic design, Lean thinking and transformation, Process and system mapping, Reliability science, and Risk assessment and abatement. Project/Program Management including Project execution (90 day model), and Data driven strategies and interventions. Change Management Methodologies including Team building and facilitation, Will building, and Communication strategies. To assist in the coordination and aggregation of information for use by leadership in its decision making to focus improvement efforts. To mentor & coach lesser experienced Quality Improvement Consultants &/or to assume responsibilities for specific focus areas.

REQUIRED SKILLS:

Soft Skills: Facilitation, Coaching, Consulting, Influencing, Building capability, Multitasking
Project load managing

Measurement and Assessment: Goal setting, Develop Measures, VOC, Strategic Thinking

QI Tools/Application: PDSA, FMEA, Process Maps/Value Stream Mapping, Graph selection, creation, and interpretation (run chart, control chart, etc.), Lean, Project Management

QI Concepts/Application: High Reliability concepts, Change concepts, Use of 90 day plans, Systems Thinking

Personal Attributes: Results driven, Resilience, Team Player, Ambiguity Tolerance, Optimism, Sense of urgency, Passion, Commitment to excellence, logical and clear thinking and speaking

EDUCATION/WORK EXPERIENCE:

REQUIRED:

- Bachelors degree in healthcare related discipline, engineering, business or equivalent
- Significant (5-8 years) experience with Quality improvement methodologies and tools
- Minimum of 2 years experience as a CCHMC Quality Improvement Consultant with proven track record of results or minimum 5 years quality improvement experience in another complex medical center with similar record of results.

PREFERRED:

- Master's Degree
- Experience with clinical teams, including physician participants
- Coaching experience highly desirable

MAJOR DUTIES AND RESPONSIBILITIES:

1. **Consulting:** Serve as an internal consultant to the quality improvement teams and as a quality improvement liaison and resource person throughout Cincinnati Children's on medium to large scale projects. Work in direct relationship with other Cincinnati Children's QI personnel and collaborate with other departments involved in hospital-wide QI activities to achieve desired results on improvement projects. Facilitate, coordinate, and provide project management for quality improvement teams, strategic planning sessions, as well as other organizational meetings as requested and needed. Act as a bridge and translator between the aims of clinicians and the requirements of the application specialists so that work products are well defined and efficiently delivered.
2. **Mentoring/Coaching:** Coach and mentor Cincinnati Children's staff and management in areas such as quality improvement, process management, etc. Develop multidisciplinary indicators in collaboration with teams & leaders to monitor and evaluate the quality of care and services provided to patients and others. Mentor & coach less experienced QIC's so that they develop a high level of expertise & the skill to achieve results. Provide input for the evaluation of less experienced QIC's to assist in their development
3. **Reporting:** Prepare regular status reports on the progress of work teams to various internal constituents to keep them apprised of progress, potential barriers, lessons learned, and related topics; to include the timely submission of monthly reports for all strategic improvement priorities.