



JOB CODE	
BAND	
FLSA	
FAMILY	

POSITION DESCRIPTION

POSITION TITLE: QUALITY OUTCOMES MANAGER

DEPARTMENT: Quality Improvement Systems - Anderson Center /Patient Services

ORGANIZATIONAL RELATIONSHIPS: Sr. Clinical Director, Clinical Director, Manager of Quality Outcomes

SUPERVISOR'S TITLE Manager of Quality Outcomes, Patient Services AVP or VP

COLLABORATIVE RELATIONSHIPS: Unit Staff, Physicians, Quality Improvement Systems Staff

TITLES SUPERVISED: NA

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

PURPOSE OF POSITION: To provide leadership and support for a variety of quality improvement initiatives. Collaborate with unit based teams to achieve transformational and sustainable change in outcomes. Mentoring and coaching to build unit improvement capability in order to improve unit outcomes, 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 unit leadership in its decision making to focus improvement efforts.

REQUIRED SKILLS:

Soft Skills: Facilitation, Coaching, Team Building, Influencing, Building Capability, Multitasking, Project Management.

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

QI Tools/Application: plan, do, study, act (PDSA), failure mode and effects analysis (FMEA), Process Maps, Graph selection, creation, and interpretation (run chart, control chart, etc.), 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:

- BSN or Bachelors' in related health care field plus a Master's degree
- Minimum of 6 years progressively more responsible clinical leadership experience
- Three years experience with PI, CQI, Six Sigma, Lean or TQM techniques

Preferred:

- Facilitation experience with clinical teams, including physician participants
- Prior operational and supervisory experience within a complex medical center preferred

MAJOR DUTIES AND RESPONSIBILITIES:

1. **Use of Quality Improvement Methodology:** – Utilizes quality improvement (QI) methodology to improve outcomes. Participates in the development of specific, measurable, actionable, relevant, and time-bound (SMART) aims, key drivers and interventions for strategic projects. Coaches unit-based teams in the development of SMART aims, key drivers and interventions for unit based projects. Coaches others to consider reliability principles when determining interventions. Designs PDSAs, facilitates PDSA cycles and documents results. Coaches others to utilize QI tools including but not limited to flow diagrams, modified FMEA and pareto charts.
2. **Reporting:** Utilizes specified data collection tools for strategic projects and creates tools as needed for unit based and strategic projects. Prepares accurate and timely reports using basic statistical tools. Demonstrates the use of statistical techniques to measure and analyze the variation in processes. Selects appropriate charts to display data. Produces regular status reports on the progress of quality improvement initiatives and regulatory requirement to unit leaders and staff to keep them apprised of progress, potential barriers, lessons learned, and related topics.
3. **Evidence Based Practice:** Demonstrates leadership and consultation to promote evidence based practice. Ensures that interventions are based on the most recent high quality evidence.
4. **Prioritization:** Collaborates with unit leaders to prioritize unit based quality improvement projects to assure alignment with organizational goals. Demonstrates the ability to manage a portfolio of improvement projects.
5. **Coaching and Mentoring:** Demonstrates leadership to ensure quality patient care outcomes. Demonstrates the ability to coach and mentor unit leaders and staff to utilize quality improvement methods. Provide education and coaching to unit staff and teams through individual and/or team sessions. Demonstrates effective coaching and mentoring of individuals and teams to achieve improvement goals. Serves as a preceptor for Associate Quality Outcome Managers
6. **Building Improvement Capability:** Participates in forums such as Project Review, Journal Club and Tipping Point. Collaborates with unit leaders to assess improvement capability for the area and develop a plan to improve improvement capability. Participates in the interviewing process for Quality Outcome Managers.
7. Other duties as assigned.