

Connecticut Hospital Association
JOB DESCRIPTION

JOB TITLE: Director, Quality and Patient Safety

Reports to the Vice President, Quality and Patient Safety

JOB SUMMARY:

The Director of Quality and Patient Safety is an innovative clinical leader who provides strategic, operational, and thought leadership to support CHA's mission of providing extraordinary clinical care to Connecticut's communities by serving its membership of hospitals systems, external partners and key stakeholders. CHA engages its members in statewide, regional and national activities to advance quality and patient safety outcomes. The Director is a resource to local members, an advisor to regional organizations, and a thought leader among national colleagues. The Director works collaboratively with the VP of Quality and Patient safety, CHA leadership team, membership groups, hospital leaders and external partners to develop and implement state-wide best-in-class systems, policies, and practices.

DESCRIPTION OF DUTIES:

1. Collaborate with organizational leaders to create, develop, and implement the organization's quality and patient safety goals.
2. Align with the leadership of the Quality and Patient Safety Vice President, to implement the daily operations of the Quality and Safety team, inclusive of the following key priorities:
 - a. Lead the strategic initiative to reinvigorate and sustain high reliability through implementation of shared behaviors by leadership and at the front lines.
 - b. Organize, facilitate and support relevant CHA meeting groups
 - c. Provide support for quality and safety related governance groups
 - d. Lead key strategic quality and patient safety initiatives as assigned.
 - e. Facilitate, develop, and implement special projects as assigned.
 - f. Work collaboratively with other teams within CHA to support quality measurement, public reporting, and pay-for-performance programs and initiatives.
 - g. Lead or provide support for quality improvement activities, including project management and tracking implementation of action plans.
 - h. Coordinate closely with the Community Health and Health Equity team to achieve organizational goals.
3. Participate in the activities of the Patient Safety Organization, as applicable.
4. Promote a culture of mutual accountability for safety, high-reliability, patient and member staff engagement, and performance excellence; effectively track quality and patient safety issues and challenges that confront hospitals, from state/federal administrative or legislative bodies, accrediting/licensing organizations, or the public/media.
5. Work with Manager, Quality and Patient safety, and ChimeData staff to develop, evaluate, and maintain quality dashboards and performance metrics; analyze and evaluate hospital data to identify current and emerging quality and patient safety issues for member hospitals.
6. Maintain contemporary knowledge of evidence based practice standards of care as established by accrediting organizations, professional associations, and related organizations.
7. Develop and maintain relationships with CHA members and provide ongoing support and leadership in continuous efforts to improve quality and patient safety within their organizations.
8. Support CHA's work with strategic partners and other external bodies including professional organizations, associations, and non-profit agencies.

9. Represent CHA effectively and credibly in a variety of forums and venues relating to patient safety and quality of care; present at local hospitals, regional organizations and convenings, and national meetings.
10. Participate in research, content development, and production of member communications and publications related to quality and patient safety.
11. Communicate regularly with the Vice President, Quality and Patient Safety regarding team priorities, projects, and activities.

REQUIREMENTS:

- Minimum of ten years of relevant experience in quality, patient safety and performance improvement OR five years in quality, patient safety, performance improvement AND 5 years in a clinical role.
- Minimum of 2 years in a leadership role, either clinical or non-clinical
- Bachelor's degree and either MBA, MHA, MPA, MPH, MSN or other graduate degree in quality and safety or related field required. Preference will be given to candidates with clinical degrees and experience.
- Working knowledge of hospital operations, patient care services, clinical best practice, and quality improvement methodologies, particularly high reliability science.
- Solid understanding of hospitals and healthcare including the current environment, issues, and trends.
- Leadership experience in utilizing high reliability principles to eliminate preventable harm.
- Certification with CPHQ, CPHRM, and/or CPPS a plus.
- Knowledgeable and experienced in performance improvement methodology such as IHI Model for Improvement, Lean, Six Sigma, or other methods, with record of successful improvement projects.
- Demonstrated success as a team player and leader, comfortable working within a highly collaborative environment.
- Articulate oral and effective written communications skills.
- Highly developed critical-thinking skills reinforced by a high level of conceptual ability and intellectual curiosity.
- Excellent interpersonal and facilitation skills for overseeing processes and group dynamics. Comfortable with a hands-on approach and unafraid of a challenge.
- Demonstrated planning and project management skills, with the ability to multi-task. Attention to detail, highly motivated for excellence, with a strong work ethic.
- Demonstrated strategy and implementation skills, utilizing each as needed.
- Local, regional, and national travel required.

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