

## Job Description

<b>Job Title</b>	<b>Director, Clinical Performance Improvement</b>		
<b>Reports to</b>	Vice President, Innovation and Clinical Excellence North Carolina Healthcare Foundation (NCHF)		
<b>Effective Date</b>	March 11, 2019	<b>Manager of People</b>	Yes
<b>FLSA Status</b>	Exempt	<b>EEOC Class</b>	1.2

### **ABOUT NCHA**

The NCHA is a healthcare trade association that represents all of North Carolina's 130 hospitals and health systems. This \$15M enterprise operates in three distinctive areas. Core to its mission, the organization develops and delivers policy, advocacy, lobbying, education offerings, and member services. The organization also operates the fifth largest hospital association run foundation in the country. The foundation acts as a conduit between large national funders and the state's healthcare systems. Finally, the association operates a for-profit shared services organization that provides resources and services to members and other strategic partners. The NCHA works to improve and enhance the overall health and well-being of its communities through supporting high-quality patient care, education and research programs, and a variety of collaborative partnerships and initiatives.

The NC Hospital Foundation (NCHF) is the 501(c)(3) affiliate of the NC Healthcare Association. Established in 1961, the Foundation supports the Association's work in quality improvement, community health, rural healthcare and education.

Established in 2008 by NCHA and the NCHF, The Quality Center Patient Safety Organization (TQC PSO) was the first federally-designated PSO in North Carolina and the 25th in the nation. TQC PSO provides a secure environment for healthcare providers in NC and other states to voluntarily report, discuss and learn from patient safety events.

### **PURPOSE**

Provide management of The Quality Center Patient Safety Organization (TQC PSO) by managing PSO operations, regulatory requirements, analysis of patient safety data, and member education and outreach. Support the overall clinical performance improvement activities within the NCHF. Contribute to the development, implementation, and monitoring of organizational strategies, policies and procedures, ensuring organizational effectiveness of the NCHF. This position is partially grant-funded and contingent on continued availability of funding.

### **RESPONSIBILITIES**

#### 1. PSO Management

- Develop, manage, and maintain PSO policies, procedures, contracts, databases, and reports.
- Ensure the PSO maintains compliance with all federal requirements, including ensuring Patient Safety Work Products (PSWP) are protected, managed confidentially, and handled appropriately.
- Provide training and technical assistance to key individuals at member organizations on the

interpretation and application of the Patient Safety Act and operational infrastructure development.

- Monitor member engagement and work with members to maintain and/or increase their level of engagement in PSO activities.
- Facilitate shared learning between PSO members.
- Serve as the primary contact with the PSO data vendor, ensuring that the platform meets members and PSO needs, and make recommendations for ongoing platform enhancements to support data analytics and learning.
- Identify priorities and makes recommendations to NCHA for initiatives to reduce harm to North Carolinians.
- Conduct review and analysis of patient safety event information and creation of trend reports. Assist members in identifying and addressing areas of improvement, based on evidenced best practices.
- Plan, coordinate, and execute education and training to members via newsletter, webinars, workshops, Safe Tables, and PSO Advisory Council and ensure consistent messages from all levels of the organization.
- Consult with hospitals and other healthcare organizations to support a comprehensive approach to integrating patient safety and safety culture initiatives. Provide educational programming that supports safety culture, i.e. teamwork, communication, justice and accountability, high reliability, and workforce safety.
- Provide substantive guidance for PSO strategic decision making.
- Maintain and lead a PSO Advisory Council to help guide PSO strategy and activities.
- Network with other PSOs and national organizations to promote patient safety activities.

## 2. Clinical Performance Improvement

- Research, develop, and guide improvement activities that support programmatic goals and address better healthcare outcomes.
- Support improvement teams and activities as needed to meet PSO and other NCHF goals.
- Lead efforts to develop the infrastructure to support clinical quality improvement programs.
- Support communication of the vision and strategy for performance improvement within the NCHF health innovation institute.
- Measure and evaluate data to determine the impact of programs on clinical operations and health outcomes.
- Provide consultation to member institutions, membership bodies, and allied groups, as may be indicated, within parameters of NCHA and its subsidiaries' contractual agreements.
- Collaborate with NCHA departments, such as advocacy and public relations as needed, to promote integration of performance improvement initiatives within programs and services within the association.

## 3. Perform other tasks and duties as may be identified by the Vice President, Innovation and Clinical Excellence.

### **MISSION/VISION/VALUES**

- Embrace the NCHA mission to improve the health of the communities where we live and work by advocating for sound public policy and collaborative partnerships.
- Support the vision for the highest possible level of quality healthcare delivery throughout North Carolina.
- Demonstrate the association's core values in all relationships, at all times. Integrity: Conduct yourself ethically and honestly. Excellence: Strive for excellence in all things, in all ways. Leadership: Lead towards the future through commitment to a healthy North Carolina.

**INTERNAL RELATIONSHIPS**

- Work principally with the NCHF team to meet the objectives established by NCHA and the Board. Assist the team with the development of policies, procedures, and operational efficiencies.

**EXTERNAL RELATIONSHIPS**

- Develop and maintain good working relationships with hospitals, health care organizations, providers, long-term care, behavioral health organizations, community-based organizations, other state hospital associations, quality improvement organizations, other PSOs, governmental agencies and funders. Align strategic objectives with funder interests.

**EDUCATION AND EXPERIENCE**

- Bachelor's degree in clinical practice or other health related field is required. Master's degree in clinical practice or other health related field is preferred.
- Minimum (8) years of clinical experience, including at least five (5) years in patient safety, clinical performance improvement, risk management, or outcomes measurement.
- Managerial experience, demonstrating a collaborative supervisory style.
- Certified Professional in Patient Safety (CPPS) preferred.
- Experience with both hospitals and non-acute care settings.
- Experience in event investigation, causal analysis and human factor engineering, quality/performance improvement, patient safety, and project management.
- Experience in building relationships, working collaboratively, facilitating and leading change management and performance improvement teams and coaching individuals and groups.
- An equivalent combination of education, training, and experience may be considered.

**KNOWLEDGE, SKILLS AND ABILITIES**

- Demonstrated skills in program development and evaluation and knowledge of the complexity of hospital performance improvement and patient safety processes and health care environments.
- Proficient in deploying improvement methodologies such as, TeamSTEPPS, Just Culture, CUSP, and Lean.
- Expertise in data analytics, critical thinking, project management, and problem solving.
- Excellent interpersonal skills, a collaborative management style, and the ability to work with diverse teams responsible for change management and advancing performance in a variety of settings and programs.
- Advanced knowledge and proficiency in computer skills such as word processing, presentations, spreadsheets, project management software, data analytics, file formats, and database software (e.g. MS Excel, MS PowerPoint and MS Word).
- Excellent written and oral communication skills in order to effectively communicate and build relationships with clients and give presentations as needed.

**WORK ENVIRONMENT AND PHYSICAL DEMANDS**

- Work performed mostly in an office environment.
- Use a computer throughout the workday.
- Travel required for hospital site visits, in-person learning sessions and meetings.

*North Carolina Healthcare Association is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, religion, age, sex, national origin, veteran status, disability, sexual orientation, sexual preference, or other protected status.*