

QUALITY ASSURANCE OFFICER

This is independent professional and supervisory work in planning, developing, and administering a quality assurance program in a regional mental retardation center or psychiatric hospital. Work involves providing technical assistance and consultation to management and staff on interpretation and application of quality of care standards and certification requirements. Work also involves directing the integration of assessment tools/data collection methods with patient care and administrative records systems, and supervising support/program staff assigned by the facility director. These assignments vary from facility to facility but would normally include the medical records function and other functions which are key components of the quality assurance process. Employees are responsible for the timely recognition of service delivery/compliance issues, advising management and staff during the development of a corrective action plan, directing the implementation of the plan, and representing the facility in negotiations with certification agencies. Employees normally report to the facility director.

I. DIFFICULTY OF WORK:

Variety and Scope - Quality of care standards and certification requirements affect all aspects of the facility's service delivery mechanisms and administrative support functions; however, the nature of the applicable standards and requirements can vary from unit to unit depending on the nature of services provided and the client-population. The process for ensuring compliance does not vary significantly. Work also requires normal supervisory/ managerial functions for activities directly supervised.

Intricacy - Administration of the quality assurance program requires consideration of the applicable quality of care standards, certification requirements, operational requirements, and budgetary constraints in formulating an approach to quality assurance maintenance and providing management with effective advice on compliance issues. These factors often conflict with one another and employees must determine if selective compliance is appropriate.

Subject Matter Complexity - Work requires an understanding of data collection/analysis techniques; the applicable certification requirements, quality of care standards, and operational policies; and the treatment programs provided to clients. Work requires a thorough knowledge of functions directly supervised.

Guidelines - Applicable certification requirements (JCAH, ICF, etc.) and State, departmental, and facility standards and policies apply to most work situations. Work requires independent judgement and analysis in order to determine appropriate course of action especially in cases involving selective compliance.

II. RESPONSIBILITY:

Nature of Instructions - Employees determine work schedule based on the understanding of the facility goals and patient treatment plans and expectations set for the quality assurance program. Special assignments may come from the facility director, the quality assurance committee, or may be self-initiated.

Nature of Review - Administrative/technical review from the facility director. Surveying agencies would periodically review for compliance to standards and regulations.

Scope of Decisions - Employees' work has a direct effect on the facility's compliance with standards and accreditation, and affects the services provided in functions directly supervised.

Consequence of Decisions - Employees' work impacts on the ability of facility to maintain compliance with standards and certification requirements which affects the facility's eligibility for reimbursement for services.

III. INTERPERSONAL COMMUNICATIONS:

Scope of Contacts - Work requires interaction with a wide variety of professional discipline heads, committees, and representatives of certification agencies.

Nature and Purpose - Work includes providing extensive interpretation of standards, policies, and requirements; explaining the quality assurance process; and negotiating resolution of compliance issues.

IV. OTHER WORK DEMANDS :

Work Conditions - Generally agreeable work conditions.

Hazards - Employees will generally not be exposed to any hazards.

V. JOB REQUIREMENTS:

Knowledges, Skills, and Abilities

A thorough knowledge of quality assurance program practices; planning and development of assessment tools and techniques. Ability to develop recommendations to solve problems in different program service areas. Help to plan goals and resolve goal deficiencies. Ability to provide technical assistance, consultation to staff. Ability to exercise judgment and discretion in interpreting and applying quality standards, policies and procedures. Ability to communicate effectively with professional and administrative personnel and be able to maintain effective working relationships with various staff. Be able to assess problems and coordinate resolutions of it.

Minimum Education and Experience

Master's degree in psychology, social work, education, health, business administration, marriage and family therapy or related human services field from an appropriately accredited institution and three years of experience in professional level treatment programming for the applicable client population; or a bachelor's degree in one of the fields listed above from an appropriately accredited institution and four years of experience as indicated above; or an equivalent combination of education and experience.

Special Note

This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.