

## COORDINATOR - QUALITY IMPROVEMENT/ACCREDITATION

### **Function of Job:**

Under general supervision of designated supervisor, to manage the process of quality improvement, risk management, accreditation and reaccreditation for a health services facility.

### **Characteristic Duties and Responsibilities:**

1. Coordinate development, implementation and evaluation of Quality Improvement activities by Health Service departments, serving as QI Committee chair with responsibility for security and annual review of program.
2. Work with staff to develop system to assess and resolve issues of quality of care/service, recommending areas for staff development/continuing education.
3. Develop/implement methodologies to improve patient satisfaction, receiving, investigating and resolving complaints and recommending possible changes.
4. Prepare systems/materials to meet accreditation requirements of the Accreditation Association for Ambulatory Health Care (AAAHC) or Joint Commission on the Accreditation of Healthcare Organizations (JCAHO).
5. Develop, implement and evaluate a system to identify legal risks arising from Health Service activities, including policies/procedures to reduce risk and early detection/solving of related problems.
6. Periodically review all litigation involving the organization and its staff.
7. Develop and implement system for review, revision and security of policies.
8. Implement/oversee an Unusual Occurrence Report system and prepare necessary related reports.
9. Act as liaison with Student Affairs departments/community facilities to promote continuity of care and on-going quality of care for students/staff members.
10. Work with Administration to ensure compliance with local, state and federal regulations.
11. Perform other related duties, as assigned.

### **Minimum Acceptable Qualifications:**

1. Bachelor's degree in Nursing and three years of QI/RM nursing experience.
2. Registered Nurse with New Hampshire Board of Nursing.
3. Completion of New England Health Care Assembly's Risk Management Certificate program, or equivalent (40 contact hours).
4. Excellent interpersonal and organizational skills.

### **Additional Desirable Qualifications:**

1. Additional education and/or experience in clinical nursing/quality assurance.

6/29/95  
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System Approval

6/29/95  
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Effective Date

**This document is a generic classification specification of the University System of New Hampshire. Its purpose is to describe the representative responsibilities and general level of complexity, and it is not a substitute for the specific job description of the individual position.**