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10/26/2021

**Good Samaritan Health Center of Cobb Job Description**

**Quality Director**

**Effective Date:**

07/02/2018

**Reports To:**

CEO

**Updated:**

**SUMMARY OF DUTIES:**

The Quality Director oversees and manages all aspects related to

quality of care provided at the Good Samaritan Health Center of Cobb (GSHC). The Quality

Director works collaboratively with the CEO, the Clinical Directors, the Providers, the Quality Improvement and Risk Coordinators, and administrative professionals to provide integrated high-quality healthcare to the patients of GSHC. He or she takes into account patient concerns and complaints and works collaboratively to implement solutions and works to ensure services are provided in a high quality, holistic, caring, respectful, and culturally appropriate manner. Promotes the mission of delivering high quality healthcare safely and effectively, using evidence-based methodology, while improving the efficiency and excellence of clinical operations through collaboration. The position is full time.

**PRIMARY RESPONSIBILITIES:**

**1.**

Can fulfill the clinic’s mission to spread the love of Christ through quality healthcare to those in need while providing appropriate physical, emotional, and spiritual care for the whole person.

Assist in developing and implementing system-wide, standards of medical clinical practice, medical quality assurance/management programs, practice guidelines and protocols, and interdisciplinary collaboration,

Review and update policies and procedures related to patient care and quality on at least an annual basis

Aid in the development, implementation, and maintenance of treatment and prevention services, in accordance with federal, state, and local community health regulations and standards

Stay abreast of current performance improvement processes and help implement and oversee clinical performance improvement.

Supervises the Quality Improvement (QI) Coordinator, Risk Manager, Referral Coordinator, Medical Records Clerk, and Chronic Care Coordinator and is available to assist them as necessary in fulfilling their role by providing guidance and problem solving

Provides Spiritual Discipleship and Leadership to the entire Quality Team to aid in their spiritual growth and development

Takes an active role in reviewing Incident Reports, Near-Miss Reports, and Patient Grievance Reports and provides guidance using root cause analysis

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Graduate from accredited School of Medicine with MD or DO, NP, PA, or RN Current License in the state of Georgia

1. Leads Clinical Quality Improvement (CQI) and Risk Management Committee meetings and is available to accept and complete tasks deemed necessary by these committees
2. Actively sees patients in the health center and takes part in the on-call system on an as needed basis where applicable.
3. Collaborate with physicians and mid-level providers of an integrated delivery system to continuously improve the health of the population that we serve
4. Respond in a timely manner to questions/concerns/problems that relate to quality/risk issues raised by providers, clinical, and non-clinical employees; and work to address them in a timely and efficient manner.
5. Analyze peer reviews to assure quality and appropriateness of care on a monthly basis
6. Serves as a liaison between Front Office staff, Back Office staff, Dispensary staff, Referral staff and providers and aim to improve communication between the departments
7. Present at Provider Meetings and Staff Meetings as necessary in regards to quality or risk updates and education
8. Create monthly quality and risk board reports for presentation at Board Meetings.
9. Available for consultation with Clinical Directors and the CEO for program development, grant writing, and other projects as assigned

**EDUCATION:**

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**EXPERIENCE:**

* Minimum of three year works experience as an attending physician or registered nurse
* Preference to those with experience in Federally Qualified Health Center (FQHC) setting

**SKILLS:**

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Must be highly motivated, result-oriented with strong skills in presenting, communicating, organizing, multi-tasking and time management skills Strong organizational and interpersonal skills

Excellent customer service skills demonstrated by positive feedback from patients/team. Ability to identify problems and recommend solutions

Ability to read, write and communicate effectively orally and in writing

Basic computer skills including previous work with an electronic health record (EHR) Ability to demonstrate compassion and caring interacting with others in a way that supports the Center’s mission to share the love of Christ through high quality healthcare to those in need

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This description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, knowledge, skills, abilities and working conditions may change as needs evolve.

# Acknowledgment

I have read and understand my job description, and I have discussed my job requirements and responsibilities with my supervisor.

Print Name

Employee Signature Date

Supervisor Name

Supervisor Signature Date

**ENVIRONMENTAL/ WORKING CONDITIONS:**

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Combination of medical office and exam / procedure room setting which is a well-lit, well-ventilated, adequate space.

**PHYSICAL/ MENTAL DEMANDS:**

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Must be able to use appropriate body mechanics techniques when making necessary patient transfers and helping patients with walking, dressing, etc. Must be able to lift up to 40 pounds.

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Hearing / Speaking: Standing:

Sitting: Walking: Lifting:

Effective communications with patients, staff and visitors. 40% of the workday

20% of the workday 30% of the workday 10% of the workday