



Position: Quality Risk Manager	
Department: Quality & Risk	
Reports To: CNO or other leadership as assigned	
FLSA Status: Exempt	OSHA Exposure Category: II
Effective Date: 10/2015	Revised:

Job Objective: Administering and managing the facilities Risk & Quality programs.

Qualifications:

1. Current Montana Nursing License preferred. Bachelor degree in nursing or other related healthcare field preferred. Combination of education and experience will be considered.
2. Minimum three (3) to five (5) years of experience in an acute care or clinical setting preferred.
3. Experience in the following disciplines preferred: Quality/Safety and Risk Management.
4. Proven problem-solving, analytical skills and organizational/time management skills required.
5. Able to travel to off-site locations for education, training, and community meetings.
6. Must be self-motivated and be able to work independently or in a team environment. Proven ability to teach and adeptness at interpreting hospital policy and procedure as it relates to the position.
7. Essential ability to organization large volumes of material and communicate effectively with physicians, patients, clinical and non-clinical employees, and the public. Communicating effectively in both verbal and written formats.
8. Demonstrated ability to understand and master various software programs including but not limited to Excel, MS Word, and Outlook. Knowledge of statistics, flow-charting, and medical terminology.
9. Familiarity with CMS and Joint Commission regulatory process preferred.
10. Proven ability to apply critical thinking skills, decision-making and judgment through the use of contextual perspective, evidence-based practice, and discrimination of the circumstances involved in the application of standards and the use of logical conclusions.
11. Ability to communicate with individuals and small groups. Proven professionalism in both verbal and written communications with the public and peers including but not limited to Nursing, Physicians, and Administration.

Job Duties:

1. Develop and implement organizational Risk Management program in a manner that fulfills the mission and strategic goal of the organization while complying with state and federal law and accreditation standards related to safety and risk management.
2. Develop and implement systems, policies and procedures for the identification, collection and analysis of risk related information.
3. Educate and train leadership, staff, and business associates as to the Risk Management program, and their respective responsibilities in carrying out the program. Develop and maintain effective public relations between hospital departments and community agencies.

4. Lead, facilitate, and advise organizational departments in designing risk management programs within their own scopes of practice. Consult with other departments, as appropriate, to provide and collaborate in patient care and performance improvement activities.
5. Collect, evaluate, and maintain data concerning patient injuries, and other risk-related data. Investigate matters; analyze root cause, patterns, or trends that could result in sentinel events. Help identify and implement corrective action where appropriate.
6. Develop and implement program for achieving client satisfaction given decreased resources and increasing limitation on hospital utilization. Complete patient satisfaction surveys; submit monthly HCAHPS survey data to vendor.
7. Lead Quality Council and report all findings; as well as assist with the development of improvement strategies with regards to quality outcomes for the facility.
8. Implement, monitor and review departmental QA/PI projects facility wide, input QA/PI data into Performance Improvement data base.
9. CART Reporting
 - a. Quarterly reporting to include data abstraction based on CMS Quality Core measures.
 - b. Upload all documentation pertinent to CMS reporting in the Quality Core Measures software.
 - c. Develop, implement, and review PI process to address adverse outcomes resulting from quarterly reporting.
10. Act in an ethical manner at all times.
11. Work closely with third party insurance company, reporting events and heeding guidance as needed. Maintain compliance with all Federal and State regulatory agencies.
 - a. Anticipate potential needs of patient post discharge and arrange for such including but not limited to Home Health, Meals on Wheels, Durable medical Equipment, WIC, etc., and arrange for follow-up care with the appropriate physician or therapy mode for each patient.
 - b. Anticipate potential admission to Swing Bed status or Extended Care Facility, and make appropriate arrangements.
 - c. Develop care plan and communicate with all therapeutic providers to ensure a smooth transition from in-patient status to discharge. Function as a liaison between the hospital and DME companies for the procurement of equipment as needed (i.e. wound vac, wheelchair, walker, etc.).
 - d. Develop policies and procedures with regards to discharge for nursing staff.
12. Participate regularly in meetings, committees and other assignments as handed down by leadership including but not limited to CEO, CFO, CNO, CMO, and Board of Directors.

Disclaimer – Not all inclusive – other duties as assigned. Every effort has been made to make this position description as complete as possible. However, it in no way states or implies that these are the only duties required. The omission of specific statement of duties does not exclude them from the position if the work is similar, related, or is a logical assignment to the position.

Mission: Northern Rockies Medical Center provides quality healthcare that serves our communities in a private, safe and caring environment.

Vision: Northern Rockies Medical Center will be the provider of choice, setting the standard for quality healthcare in the region.

Values: Values PEOPLE

- The needs of the patient come first.
- Patients, families, and staff will be treated with courtesy and compassion.

Values QUALITY

- Excellence through continuous improvement in care and safety.
- Teamwork through the unity of all departments to serve our communities and each other.

Values OWNERSHIP

- Doing what is right.
- Having pride in the work we do.
- Holding ourselves accountable for efficient management of NRMC resources.

Schedule: Primarily weekdays (Monday through Friday from 8 am to 5 pm). Occasionally may be required to adjust schedule hours to include weekends, start/stop times, number of hours worked or on-call responses as necessary.

Compliance Plan and Code of Conduct: Northern Rockies Medical Center Inc. is dedicated to the highest ethical standards as it is essential to meeting our commitment to our mission and vision. Individual responsibilities include adhering to our organizational Compliance Plan and Code of Conduct.

- Maintains awareness and understands the organization-wide compliance plan. Familiar with and adheres to NRMC's published Code of Conduct which provides guidance and expectations regarding confidentiality, conflict of interest, billing, controlled substances, Emergency Medical Treatment and Labor Act (EMTALA), payments for referrals, gifts, anti-kickback laws, safety and health, waste disposal, and compliance with antitrust laws, advertising and marketing, discrimination, insider trading and government requests.
- Reports any violation or suspected violation of this Code or other hospital policies or procedures to supervisor, Compliance Officer or through the compliance hotline.
- Attends and/or completes mandatory training regarding organizational compliance.

Work Environment: Acute care hospital includes all areas of the NRMC campus. Possible exposure to marked changes in temperature, humidity, and noise.

OSHA Exposure Category: (II) Tasks that routinely involve no exposure to Blood/Body fluids or Tissues, but exposure, or potential exposure may be required as a condition of employment. Appropriate protective measures should be readily available to every employee engaged in Category II tasks.

Dress Code: Must comply with Northern Rockies Medical Center Dress Code Policy Admin.0012 and departmental guidelines.

Physical Demands: Requires repetitive bending, pulling, pushing, kneeling, walking and lifting up to 50 lbs. Visual acuity within normal limits. Wear personal protective equipment as needed.

Management Terminations: It is NRMC's Policy that all employees holding managerial positions give a minimum of 90 day written notice of terminations. A management position is defined as any position whose primary job functions

include, but are not limited to, the direct supervision of employees, overseeing the day-to-day operations of a specific department and/or departmental budget control.

Employee Certification: I have read the above JOB DESCRIPTION and accept the responsibilities as outlined. I know of no reason that will keep me from performing the duties as described without reasonable accommodations being made by Northern Rockies Medical Center (NRMC). I agree to inform my supervisor immediately if I am unable to perform as expected.

Employee Signature

Date

CONFIDENTIAL