

Quality Assurance Coordinator

Classification Number: 6211

Series Concept

This classification focuses on implementing quality techniques in a clinical setting. Positions may be assigned in a variety of settings, including correctional facilities.

Administers the quality assurance (QA) program for a state institution/facility; monitors and ensures facility-wide compliance with laws, policies, and standards for quality of patient care, facility licensure and/or accreditation; perform related work.

Administers a quality assurance program - Identifies quality assurance program components; develops QA plan including objectives, policies, standards, procedures, and guidelines for monitoring, reporting, and correcting problems; establishes and chairs a multi-disciplinary committee to coordinate QA and risk prevention programs; performs QA activities with other assigned staff; compiles data using sampling techniques, statistical analysis and computer resources; analyzes and interprets data to determine quality of patient care and to identify problems, patterns, and high-risk activities; conducts and manages root cause analyses related to sentinel events, clinical incident reviews and failure mode effects analysis teams. Disseminates data and results of studies; develops and maintains clinical and administrative records and reporting systems.

May participate in licensure and/or accreditation compliance activities. Identifies applicable licensure and accreditation regulations and standards; ensures staff is notified of changes in standards and conditions; may participate on licensure and accreditation committees; establishes methods, rules and procedures for problem identification, investigation and correction; determines best approach to resolving problems and may develop criteria to measure its success.

Distinguishing Features

This is a single classification and not currently part of a series of classes.

Minimum Qualifications and Skills

Education – Graduate of a nursing educational program leading to a nursing degree (either as Registered Nurse or a Licensed Practical Nurse), or a graduate of an educational program leading to a degree in Health Information Management.

Experience – Minimum of one year experience in quality assessment and improvement work.

Licensure and Certification – Any of the following:

- ✓ Registered Nurse
- ✓ Licensed Practical Nurse
- ✓ Registered Health Information Administrator
- ✓ Registered Health Information Technician

Knowledge/Skills – Knowledge of statistical analysis and its application in healthcare settings. Skill in program planning including developing long-term quality assurance goals, priorities, and performance standards applicable to hospital patient care programs. Knowledge of federal and state hospital licensure and/or accreditation standards. Ability to manage projects, work effectively with cross-functional teams, and achieve results by influencing and leading others in prison settings if required by the position. Demonstrated positive interpersonal and communication skills with colleagues, patients, families, providers, physicians and the community.