Director of Outpatient Quality

**Definition:**

Under general administrative direction plans, organizes, directs, and leads personnel and work processes of the quality improvement program. Scope of responsibility encompasses all outpatient settings of the organization, including correctional medicine. The Director is responsible for conformance to regulatory requirements, contractual obligations, and hospital policy by the organization’s quality improvement program.

**Distinguishing Characteristics:**

The Incumbent in this classification carries senior administrative responsibility for developing and monitoring the outpatient quality department. Excellent communication skills, commitment to a team management approach and flexibility are essential. All nursing practice shall be evaluated and governed through the Chief Nursing Office and/or their Registered Nurse designee.

**Essential Functions:**

- Ensures that quality patient care is delivered in accordance with Kern Medical’s mission and philosophy, and in compliance with all regulatory agencies’ standards.

- Works with medical and outpatient staff to develop goals and objectives towards performance improvement targets for quality, service, and efficiency of the organization.

- Provides change management leadership targeted at system improvements.

- Measures and evaluates attainments of results and goals, ensuring that improvement activities are well documented and reported internally as well as externally where appropriate.

- Evaluates and reports on outcomes of outpatient quality initiatives as prescribed by organizational goals and program participation by designing, implementing, and utilizing data analysis and metrics reporting.

- Serves as the primary contact with other hospital divisions and outside agencies on matters subject to the Director of Outpatient Quality’s.

- Facilitates the development of inter-departmental operating systems and the resolution of problems.

- Mentors and coaches staff in order to develop leadership capable of directing the quality outpatient activities.

- Maintains knowledge of legislative activity and regulatory changes which impact the practice of nursing and the operation of nursing service at Kern Medical.
• Develops positive working relationships with physicians and other clinical staff, patients and their families.

Other Functions:

• May be required to act in the absence of the Clinical Supervisor.

• Performs other related job duties as required.

Employment Standards:

Must possess and maintain a current and valid, unrestricted license to practice as a Registered Nurse in California. Must possess and maintain a current Basic Life Support (BLS) Card issued by the American Heart Association.

AND

Graduation from an accredited college or university with a Bachelor’s degree in Nursing, Business or Health Care Administration or other related field AND four (4) years of full-time hospital nursing experience, including two (2) years supervisory or managerial experience in a health care setting.

OR

Six (6) years of full-time hospital nursing experience, including three (3) years of Case Management or Quality experience in a health care setting and one (1) year of supervisory and/or managerial experience.

A specialty certification is highly desirable.

Employees must maintain all health requirements designated by Kern Medical.

Knowledge of: principles of nursing administration and personnel management; modern principles, methods and practices of nursing; research related to patient safety, patient satisfaction, evidence based practice, principles and techniques of effective supervision and staff utilization; development, application and uses of nursing records, reports and statistics; principles of education, in-service training and competency development for professional and allied nursing personnel; modern hospital organization, budget preparation and interpretation, budget variance analysis, basic essentials related to development of charging practices and charge entry for nursing units practice, supplies and equipment; medical terminology.

Ability to: problem solve, provide leadership, provide conflict management, team build, establish and maintain effective working relationships with staff, other individuals and groups, other departments
and agencies; prepare clear, concise and comprehensive written reports; to communicate effectively both orally and in writing.

**Supplemental:**
A background check may be required for this classification.

All Kern Medical employees are designated “Disaster Service Workers”. In the event of a disaster or civil disorder, all Kern Medical employees are to remain at work or to report to work in a safe and practicable manner.