

## **QUALITY ASSURANCE COORDINATOR**

**DISTINGUISHING FEATURES OF THE CLASS:** This is professional and administrative work of a complex nature which involves responsibility for planning and administering the Department of Hospitals' Quality Assurance Program designed to identify, assess and resolve problems in delivery of patient care. The work is performed under the general supervision of the Commissioner of Hospitals and supervision is exercised over a small number of professional and clerical personnel. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Develops standards and administrative guidelines for the Quality Assurance Program and submits proposed plan for approval to the Board of Governors and Medical Executive Committee;

Co-chairs the Quality Assurance Committee, including preparation and distribution of meeting agendas, design of studies, presentation of reports, etc.;

Reviews reports and consults with other health professionals to evaluate the quality of patient care and remedy identified problems;

Integrates Quality Assurance activities and goals with hospital policies, procedures and practices;

Establishes priorities for problem assessment and resolution;

Plans and organizes the Risk Management program, initiating investigations and resolving potentially hazardous conditions, when necessary;

Serves as a member of the Utilization Review Committee and directs and supervises Utilization review programs for Health and Hospitals;

Maintains liaison with the Medical Director to report all pertinent information on the Quality Assurance Program and receives medical consultive advice;

Oversees and is responsible for Department of Hospitals' discharge planning service to ensure proper resource utilization and compliance with regulatory agency guidelines;

Communicates with patients and serves as their representative to resolve identified problems, acting as liaison with on-site volunteer ombudsmen and hospital personnel;

Reviews third party and regulatory agency directives and provides input to appropriate individuals and committees regarding revisions and changes;

Attends meetings and reports on activities related to the Quality Assurance Program, Discharge Planning, Utilization Review, Patient Care policy, medical records, etc.

### **FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Thorough knowledge of the philosophy and management of long-term care; good knowledge of community resources and health care services; good knowledge of hospital practices and procedures; good knowledge of planning, coordination and evaluation; good knowledge of hospital liability issues and practices; ability to interpret applicable agency and state-mandated regulations pertaining to long-term care facilities; ability to communicate effectively with patients, patients' family and professionals in the health care field; ability to prepare medical evaluation and patient care studies and reports; ability to express oneself both orally and in writing.

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**MINIMUM QUALIFICATIONS:** Six (6) years of professional nursing experience, at least two (2) years of which must have been in quality assurance or closely related field (utilization review, antibiotic review, infection control, discharge planning) or at least three (3) years of which must have been at a Head Nurse or higher level.

**NOTE:** A Bachelor's degree in Nursing may be substituted for one (1) year of the required general nursing experience. A Master's degree in Nursing may be substituted for two (2) years of the required general nursing experience.

**SPECIAL REQUIREMENT:** Possession of a valid license to practice as a Registered Nurse in the State of New York.