

## UW HEALTH JOB DESCRIPTION

### Quality/Risk & Regulatory Coordinator

Job Code: 300068	FLSA Status: Non-Exempt	Mgt. Approval: D. Jordan	Date: July 2023
Department: Joint Venture – Clinic Management		HR Approval: J. Olson	Date: July 2023

### JOB SUMMARY

The Quality/Risk & Regulatory Coordinator is responsible for the development, implementation, and ongoing facilitation of the quality management program for the Madison Surgery Center, to include clinical activities performed by surgery center staff as well as physician and allied health practitioner clinical activities. The Quality/Risk & Regulatory Coordinator will initiate a program to monitor the effectiveness of safety measures designed to protect patients and employees. This individual will be responsible for using multiple resources to support quality control functions and improvement projects throughout the surgery center. This position will be required to keep detailed data entry records and reports and is responsible for maintaining the integrity of Madison Surgery Center records. Additional responsibilities include updating spreadsheets, preparing presentations, organizing department operations, and assisting with other duties as assigned.

### MAJOR RESPONSIBILITIES

- Supports Surgery Center leadership and Medical Director(s) to ensure operational functions and procedures comply with CMS guidelines.
- Coordinates the oversight of regulatory contractual compliance for the quality improvement program. This includes managing quality programs and initiatives to improve health outcomes related to process improvement measures.
- Manages quality improvement initiatives for performance improvement projects, operational site visits, and other external quality reviews.
- Leads survey activities and assumes responsibility for the plan of correction and all regulatory/survey follow up.
- Collaborates with leadership on regulatory updates and provides staff and physician education.
- Ensures site credentialing with third party payers.
- Completes data entry, maintenance, and trending of quality improvement indicators and occurrence reports. Completes tracking information for ongoing quality improvement studies related to continuous quality improvement data, including hospital transfers, surgical site wound infections, and safety in-service training.
- Reviews quality improvement goals for each specialty within the surgery center in conjunction with representatives of the Madison Surgery Center Operations Committee.
- Maintains a current database of all quality monitoring activity.
- Coordinates physician peer review of all quality indicators submitted. Reports information to surgery center leadership and Medical Director to ensure ongoing communication and proper follow-up.
- Oversees the process of chart auditing of physician and staff compliance with medical record accuracy.
- Works with Madison Surgery Center leadership to identify quality monitoring goals for the year. Creates quality monitoring logs and data collections tools for Nurse Managers to utilize with staff.
- Evaluates patient survey responses. Suggests process improvement initiatives in response to survey feedback trends. Creates new patient surveys that will obtain data relevant to the quality of care provided.
- Submits quality improvement activity reports to ensure ongoing communication to staff, operations, and governing boards.
- Works with surgery center leadership and the Risk Management department to develop safety protocols.
- Monitors incident reports, reports on injuries, and maintains a database of injuries.
- Utilizes electronic medical record to develop methodologies for extracting data and designing reports to facilitate quality improvement projects (i.e. chart audits, peer review process).
- Facilitates patient record audits. Ensures patient records are complete and include authenticate operative report, pathology, laboratory, medical imaging records, and other miscellaneous documentation.
- Oversees provider credentialing program for the Madison Surgery Center.
- Assists in the facilitation of innovative, patient-centered system design changes that push the boundaries of traditional thinking while maintaining credibility and engaging stakeholder support.
- Understands how to analyze and research problem statements, establish team objectives, and research external and internal benchmark performance standards. Applies appropriate process methodologies, tools, and techniques in the facilitation of process design or re-design engagements. Leads root cause analysis on problem statements.

**ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.**

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<b>JOB REQUIREMENTS</b>			
Education	Minimum	High School Diploma or equivalent	
	Preferred	Bachelor's Degree in Business Administration, Public Health, Computer Science, or related field	
Work Experience	Minimum	Three (3) years of experience in a healthcare environment	
	Preferred	<ul style="list-style-type: none"> <li>One (1) year of quality improvement experience</li> <li>Experience facilitating/leading teams and project management</li> <li>Working knowledge of health applications: Epic Systems, Crystal Reports, Madison Surgery Center software</li> </ul>	
Licenses & Certifications	Minimum		
	Preferred		
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>Demonstrates analytical skills to manage and oversee quality operations in support of improving performance metrics and organizational goals</li> <li>Flexibility in daily work hours to meet the surgery center's schedule</li> <li>Extensive knowledge of databases, including Microsoft Access</li> <li>Strong computer skills as well as knowledge of and ability to use various types of computer software and database programs, including Microsoft Office Word, Excel, and PowerPoint</li> <li>Knowledge of medical/surgical terminology, anatomy, physiology, and disease processes</li> <li>Ability to interact with and work around people</li> <li>Ability to identify medical documentation problems, understand the content of medical records, and translate these needs into operational/quality support systems</li> <li>High degree of detail and accuracy</li> <li>Ability to make judgments in demanding situations</li> <li>Ability to react to frequent changes in duties and volume of work</li> <li>Excellent oral and written communication skills, to include grammar and spelling</li> <li>Ability to listen empathetically</li> <li>Ability to logically organize details</li> <li>Excellent prioritization and organizational skills</li> <li>Comfort accepting responsibility for medium to large scale projects involving multiple resources and spanning many months from start to finish</li> <li>Ability to manage multiple concurrent activities</li> <li>Professional demeanor</li> </ul>	
<b>AGE SPECIFIC COMPETENCY (Clinical jobs only)</b>			
Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.			
<b>Instructions:</b> Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,			
	Infants (Birth – 11 months)		Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)		Young Adult (20 – 40 years)
	Preschool (4 – 5 years)		Middle Adult (41 – 65 years)
	School Age (6 – 12 years)		Older Adult (Over 65 years)
<b>JOB FUNCTIONS</b>			
Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.			
<b>PHYSICAL REQUIREMENTS</b>			
<b>Indicate the appropriate physical requirements of this job in the course of a shift.</b> <i>Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.</i>			
<b>Physical Demand Level</b>	<b>Occasional</b> Up to 33% of the time	<b>Frequent</b> 34%-66% of the time	<b>Constant</b> 67%-100% of the time

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<b>X</b>	<b>Sedentary:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>
	<b>Light:</b> Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<b>Negligible</b> or constant push/pull of items of negligible weight
	<b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>	<b>Negligible-10#</b>
	<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>	<b>10-20#</b>
	<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>	<b>Over 20#</b>
<b>Other</b> - list any other physical requirements or bona fide occupational qualifications not indicated above:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.