

UW HEALTH JOB DESCRIPTION

Quality Assurance and Performance Improvement (QAPI) Specialist – UW Organ and Tissue Donation

Job Code: 850032	FLSA Status: Exempt	Mgt. Approval: A. Schneider	Date: February 2024
Department(s): Organ Procurement Organization Transplant		HR Approval: D. Ripp	Date: February 2024

JOB SUMMARY

This position is responsible for the organization, support, and facilitation of the UW Organ and Tissue Donation (UW OTD) regulatory, quality, and performance improvement work. This position plays a key role in ensuring ongoing regulatory readiness and compliance with industry standards (i.e. UNOS, CMS, Joint Commission) and ensuring departmental projects are coordinated through completion and the implementation of sustainability planning.

The incumbent collaborates with UW Organ and Tissue Donation (UW OTD) managers, senior staff, and front-line staff regarding the evolving regulatory environment and current Organ Procurement Organization (OPO) industry QAPI standards while identifying best practices and supporting the implementation of new workflows to ensure performance excellence throughout the organization.

A high degree of organization, problem-solving, performance improvement, and quality assurance experience is necessary for this position. The person works primarily independently with general supervision from the Manager, OPO Clinical Quality and Compliance who provides evaluation of ongoing work, initial direction regarding new initiatives, and feedback on individual performance. This person works closely with a variety of internal and external stakeholders at all levels from leadership to frontline staff. Excellent verbal and written communication skills are critical in conveying information regarding policy changes and regulatory updates to stakeholders as well as presenting to large audiences. This position is occasionally responsible for the oversight of other personnel or students who aid with data entry, data validation, or project coordination.

The QAPI Specialist will ensure that appropriate and effective quality and event reporting systems are implemented throughout the organization and monitor quality improvement initiatives to improve operational effectiveness, safety, and efficiency. The execution and administration of the UW OTD Quality Assurance Performance Improvement Plan is a key tool for accomplishing this requirement.

MAJOR RESPONSIBILITIES

Quality Assurance

- Support the quality assurance department with creating and/or adopt existing tools, systems, and methods to organize and catalog a variety of auditing data.
- Monitor and follow up on requested audit corrections to ensure they have been completed or improvement opportunities have been identified.
- Work with QA Auditors to identify trends in chart reviews and determine action items to make organizational improvements.
- Assist the QA Auditor to review donor records for completeness, accuracy, and appropriateness. The audits may include but not be limited to ensuring records include the minimal required data, comparing source data to the records for accuracy, and analyzing select data in detail.
- Oversees patient safety and adverse event process to ensure thorough analysis of safety events impacting organ donation opportunities and relevant stakeholders.

Performance Improvement

- Work with UW OTD leadership to identify and support performance improvement initiatives and ideas.
- Ensure accountability for quality improvement projects including documentation of performance improvement initiatives such as project management monitoring, CAPA, RCAs, A3 posters, or sustainability plans.
- Lead the development of a system that reviews, supports, and improves the assessment of UW OTD's adverse event reporting system and associated follow-up.
- Facilitate groups and teams to promote effective and efficient achievement for their goals with optimal participation of all members.
- Perform basic and complex data audits and statistical analysis to monitor quality metrics, review opportunities for improvement, and support department goals.
- Prepare and present analytics to internal leadership, as well as external audiences ranging from front-line staff to executive leaders.

Regulatory Compliance, Survey Readiness and Facilitation

- Lead the monitoring of organizational compliance with all federal, state, and/or local laws and/or regulations including those of the CMS, UNOS, AOPO standards, and UW OTD policies and procedures.

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- Collaborate with senior team members to coordinate and implement changes that ensure regulatory compliance and readiness.
- Leads the preparation for regulatory surveys by ensuring documents, charts, and staff members are prepared for surveyor review and interviews.

Department Support

- Lead and present at the OTD QAPI meeting to share current OPO metrics and state of project management tracking.
- Provide support to the Manager, OPO Clinical Quality and Compliance as well as administrative, data, and quality assurance services.
- Provide coaching, mentoring, and training regarding proper documentation/recordkeeping best practices and auditing practices.
- Serve as a backup for quality and regulatory staff duties.
- Support the Clinical, Donor Family, Surgical Recovery, and Hospital Development teams on QAPI projects and regulatory compliance updates.
- Collaborates with other OPOs and transplant programs to implement quality and process improvement techniques.

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

JOB REQUIREMENTS

Education	Minimum	Bachelor degree in business administration, science, health care, public health, or other life sciences related field. Three (3) years of relevant quality improvement experience may be considered in lieu of degree.
	Preferred	Master's degree in Business Administration, Health Care Administration, Health Science, Operations Management, Industrial Engineering, or related field.
Work Experience	Minimum	Two (2) years of progressive experience applying process improvement and/or project management skills
	Preferred	
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Ability to work with highly detailed, complex and emotionally sensitive information. • Ability to maintain a high degree of discretion, confidentiality, protection, and integrity. • Ability to learn complex processes, medical terminology, technology systems, and progressively develop data analytics skill set. • Ability to prioritize and complete multiple complex work assignments. • Ability to work independently. • Ability to present to large groups of audiences and facilitate meetings • Understand complex organ donation processes. • Understand minimal medical terminology. • Excellent written and verbal communication skills. • Ability to provide constructive feedback in a clear, concise, and respectful manner. • Demonstrated ability to meet deadlines. • Knowledge of quality assurance, quality systems, internal auditing, and/or quality improvement preferred. • Basic knowledge of data analysis, statistics, data integrity, and analytics with initiative and ability to further develop skills.

AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

<input type="checkbox"/>	Infants (Birth – 11 months)	<input type="checkbox"/>	Adolescent (13 – 19 years)
<input type="checkbox"/>	Toddlers (1 – 3 years)	<input type="checkbox"/>	Young Adult (20 – 40 years)
<input type="checkbox"/>	Preschool (4 – 5 years)	<input type="checkbox"/>	Middle Adult (41 – 65 years)
<input type="checkbox"/>	School Age (6 – 12 years)	<input type="checkbox"/>	Older Adult (Over 65 years)

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JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
X	Sedentary: 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	Up to 10#	Negligible	Negligible

	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.			
	Light: 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.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
	Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
Other - 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.