

## UW HEALTH JOB DESCRIPTION

### Quality Assurance Auditor

Job Code: 850020	FLSA Status: Non-Exempt	Mgt. Approval: M. Anderson	Date: September 2022
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Department: Organ Procurement Org/5305	HR Approval: A. Phelps Revolinski	Date: September 2022
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### JOB SUMMARY

The Quality Assurance Auditor (QA Auditor) will serve a key role in ensuring patient and department records and processes are in compliance with policies, quality standards, workflow procedures, and regulatory and accreditation requirements. The incumbent will perform quality assurance audits of various crucial records and processes, maintain detailed auditing records, prepare trending reports, and monitor auditing results to support optimal organ donation outcomes and continuous innovation and compliance. This position will recommend and participate in performance improvement projects related to key department processes. Other key responsibilities include serving as the department quality assurance expert and supporting regulatory and accreditation survey activities.

### MAJOR RESPONSIBILITIES

#### Quality Assurance Audits

- Audit patient 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.
- Audit department records and processes related to the organ and tissue donation process including, but not limited to, donor hospital staff feedback surveys, after action reviews, and donor family records.
- Prepare records for audits that are performed by other staff including but not limited to medical director chart reviews, potential donor reviews, imminent and eligible classification reviews, and UW Health internal audits.
- Identify opportunities to improve the quality of records, efficiency of processes, and increase performance.
- Participate in the preparation, facilitation, and follow up activities for regulatory and accreditation surveys.
- Audit department records and processes related to general department functions including, but not limited to, billing, training records, timekeeping, policy management, hospital development plans/assessments/activities, and regulatory records.
- Complete audits according to an established audit schedule and audit procedures.
- Maintain detailed auditing data including workload details and documented audit findings, recommendations, and corrections in a manner that will allow this data to be categorized, tracked, and trended for analytics.
- Inform and educate staff of audit findings, recommendations, and corrections.
- Report audit findings, recommendations, and corrections to internal leadership. Complete follow up activities as directed.
- Monitor and follow up on requested audit corrections to ensure they have been completed.
- Develop audit and documentation/recordkeeping policies, procedures, and workflows.

#### Quality Assurance Analytics

- Create and/or adopt existing tools, systems, and methods to organize and catalog a variety of auditing data.
- Perform basic and complex data and statistical analysis on auditing data to generate metrics and other tracking and trending analytics.
- Interpret and monitor metrics and analytics to identify meaning, trends, and compliance towards auditing goals, expectations, and benchmarks.
- Establish auditing goals, expectations, and benchmarks and ensure these are met or exceeded.
- Prepare and present analytics to internal leadership, as well as external audiences ranging from front-end staff to executive leaders.

#### Department Support

- Serve as the department QA Auditing Expert. Provide coaching, mentoring, and training regarding proper documentation/recordkeeping best practices and auditing practices.
- Recommend and participate in various performance improvement projects.
- Collaborate with other quality assurance positions located within the UW Health transplant and donation service line.
- Deliver training on UW OTD QA processes to new OTD employees.
- Participate in on various department committees, teams, and workgroups.
- Serve as a backup for quality and regulatory staff duties.
- Complete departmental and individual on-going training and professional development.

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- Other duties as assigned.

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

### JOB REQUIREMENTS

Education	Minimum	Associate's degree in business administration, science, health care, public health, or other life sciences related field. Three (3) years of relevant quality assurance experience may be considered in lieu of degree.
	Preferred	Bachelor's degree in business administration, science, health care, public health, or other life sciences related field
Work Experience	Minimum	
	Preferred	One (1) year of related quality assurance experience
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• Ability to work with highly detailed, complex and emotionally sensitive information.</li> <li>• Ability to maintain a high degree of discretion, confidentiality, protection, and integrity.</li> <li>• Ability to learn complex processes, medical terminology, technology systems, and progressively develop data analytics skill set.</li> <li>• Ability to prioritize and complete multiple complex work assignments.</li> <li>• Ability to work independently.</li> <li>• Understand complex organ donation processes.</li> <li>• Understand minimal medical terminology.</li> <li>• Excellent written and verbal communication skills.</li> <li>• Ability to provide constructive feedback in a clear, concise, and respectful manner.</li> <li>• Demonstrated ability to meet deadlines.</li> <li>• Knowledge of quality assurance, quality systems, internal auditing, and/or quality improvement preferred.</li> <li>• Basic knowledge of data analysis, statistics, data integrity, and analytics with initiative and ability to further develop skills.</li> </ul>

### 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)

### 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
<b>X</b>	<b>Sedentary:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, 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	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>

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	sedentary if walking and standing are required only occasionally and other sedentary criteria are met.			
	<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.