

UW HEALTH JOB DESCRIPTION

Regulatory and Quality Systems Specialist			
Job Code: 850026	FLSA Status: Exempt	Mgt. Approval: M. Anderson M. Roberts	Date: January 2022
Department(s): Organ Procurement Organization Transplant		HR Approval: A. Phelps Revolinski	Date: January 2022
JOB SUMMARY			
<p>This position is responsible for the organization, support, and facilitation of the UW Transplant Center or Organ and Tissue Donation (UW OTD) regulatory, quality and performance improvement work. This position plays a key role in ensuring on-going regulatory readiness and compliance with industry standards (i.e. UNOS, CMS, Joint Commission).</p> <p>The incumbent surveys UW Transplant Center or Organ and Tissue Donation (UW OTD) leadership and staff regarding the regulatory environment or current Organ Procurement Organization (OPO) industry QAPI standards and identifies best practices with other transplant centers, organ procurement organizations, transplant programs, or healthcare-related programs as appropriate.</p> <p>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 Regulatory & Quality Program Manager or UW Transplant Dir of Quality for evaluation of on-going 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. This position is occasionally responsible for the oversight of students or other personnel who aid with data entry, data validation or project coordination.</p> <p>The Regulatory & Quality Systems Specialist will ensure that appropriate and effective quality systems are implemented throughout the organization and monitor quality improvement initiatives to improve operational effectiveness, safety and efficiencies. The execution and administration of the UW Transplant Center or UW OTD Quality Assurance Performance Improvement Plan is a key tool for accomplishing this requirement.</p>			
MAJOR RESPONSIBILITIES			
<p>Quality Assurance</p> <ul style="list-style-type: none"> • Participate in the preparation, facilitation, and follow up activities for regulatory and accreditation surveys. • Audit department records and processes related to regulatory compliances • Monitor and follow up on requested audit corrections to ensure they have been completed. • Create and/or adopt existing tools, systems, and methods to organize and catalog a variety of auditing data. • May work with QA Auditor to identify trends in chart review • May 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. <p>Performance Improvement</p> <ul style="list-style-type: none"> • Work with UW Transplant Center or 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 A3 posters or Thorough Analyses and sustainability plans. • May lead assessment of UW OTD's adverse event reporting system and associated follow up • Ensure compliance with OTD quality regulations and standards • Perform basic and complex data and statistical analysis on auditing data to generate metrics and other tracking and trending analytics. • Prepare and present analytics to internal leadership, as well as external audiences ranging from front-end staff to executive leaders. <p>Department Support</p> <ul style="list-style-type: none"> • Provide support to the Regulatory and Quality Systems Program Manager • Provide coaching, mentoring, and training regarding proper documentation/recordkeeping best practices and auditing practices. • Serve as a backup for quality and regulatory staff duties. 			

UW HEALTH JOB DESCRIPTION

- May support the Clinical, Donor Family, Recovery, and Hospital Development teams on QAPI projects and requirements

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

JOB REQUIREMENTS

Education	Minimum	Associate 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 and performance experience
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. • 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)

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 docket, 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

UW HEALTH JOB DESCRIPTION

	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.