

## DIRECTOR OF SUPPORT SERVICES

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, the incumbent in this class has responsibility for developing, implementing, evaluating and supervising all aspects of the hospital and medical staff quality improvement programs, clinical case management, regulatory affairs and discharge planning. This is a senior level position with responsibility for an organization-wide program to promote the delivery of high quality and fiscally responsible health care. Responsibilities include directing and supervising the integration and coordination of all components to facilitate the efficient delivery of value-added care and services. Supervision is exercised over a large number of professional and support staff. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Develops an annual plan for the activities of the Quality Management Program, including quality improvement, utilization review, clinical case management and discharge planning in accordance with regulatory agency requirements and the organization's strategic plan;

Directs the Medical Center's Discharge Planning program (Case Management and Social Work) to maintain compliance with the requirements of Medicare, Medicaid, and other external customers, while facilitating the achievement of institutional financial and quality objectives, as they relate to length of stay and resource utilization. Interacts with third party payers relative to utilization review activities and reimbursement determinations;

In consultation with department directors, develops screening criteria and indicators for data collection and analysis and to develop profiles for credentialing purposes;

Directs, implements and evaluates the functions of the Quality Clinical Resource Management Department to ensure integration, collaboration and efficient utilization of resources;

Develops and implements policies and procedures to ensure compliance with relevant Public Health Law and Joint Commission standards;

Acts as liaison between the Quality Assurance Committee and related medical board committee and/or hospital departments;

Ensures that records are complete, up-to-date and meet the requirements of outside regulatory agencies;

Ensures completion of all follow-up reports, studies and recommendations made by the Quality Assurance Committee with respect to the Medical Board or Hospital Committees, departments, etc.;

Performs various administrative tasks to ensure the optimum operation and effectiveness between the Quality Assurance Committee and the Quality Assurance functions of the hospital;

EXAMPLES OF WORK: (Illustrative Only ) (Cont'd)

Attends meetings, seminars and conferences related to the Quality Assurance activities of the hospital.

SUGGESTED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Comprehensive knowledge of quality assurance functions as they relate to utilization, discharge planning, case management and medical care audits; comprehensive knowledge of the principles of health care administration; comprehensive knowledge of the New York State Public Health Law and Joint Commission on Accreditation of Healthcare standards for hospitals and nursing homes, and of the New York State Education Law governing licensure and registration requirements for health care practitioners; thorough knowledge of hospital routine, organization and functions; thorough knowledge of the development, coordination, and delivery of medical services; thorough knowledge of the principles and practices of administrative supervising and decision making; ability to monitor and conduct analysis of hospital operating procedures, identify problems and critical factors and develop methods for corrective action; ability to develop and maintain effective working relationships with physicians, hospital managers, and other health care professionals which is conducive to code and standards compliance in their areas of responsibility; ability to delegate responsibility effectively, ability to communicate effectively both orally and in writing; ability to organize, assemble, categorize and prepare data for reporting purposes; ability to plan and supervise the work of others; sound professional judgment; dependability; tact; discretion; integrity; resourcefulness; accuracy; initiative; physical condition commensurate with the requirements of the position.

DESIRABLE TRAINING AND EXPERIENCE: Possession of a Bachelor's Degree\* in Health, Hospital or Business Administration or Nursing and eight (8) years of administrative or managerial experience, including five (5) years in a hospital or health care agency responsible for quality assurance, discharge planning or clinical case management, three (3) years of which must have been in an acute care setting.

SUBSTITUTION: Satisfactory completion of 30 credits towards a Master's Degree\* may be substituted on a year for year basis for up to two years of the above stated experience, exclusive of the specialized experience.

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.