

PROGRAM ADMINISTRATOR (QUALITY ASSURANCE)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, incumbents of this class are responsible for the integration and coordination of the various components of the Quality Assurance Plan to insure the highest quality and most efficient patient care services. This includes the completion of reports required by the Quality Assurance Committee; preparing and consolidating other information and problems for review by the Committee; and implementing all other administrative functions pertaining to the Quality Assurance Division of the Quality Clinical Resource Management Department. This requires familiarity with hospital functions and the interrelationships between the Quality Assurance functions in the hospital. Supervision is exercised over professional, technical, and clerical support personnel. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

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

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

Gathers data from departmental studies and makes comparative reviews and reports them to the Quality Assurance Committee;

Assists in the management and coordination of the functions of the Quality Assurance Division;

Develops and implements continuous quality improvement activities and identifies opportunities to improve patient care;

Performs various administrative tasks to insure the optimum operation and effectiveness between the Quality Assurance Committee and the Quality Assurance/Continuous Quality Improvement functions of the hospital;

Attends meetings, seminars and conferences related to the Quality Assurance/Continuous Quality Improvement activities of the hospital;

Develops more effective systems for the processing of hospital and regulatory agency forms;

Lends technical assistance to departmental engineers in the hospital related to Quality Assurance, Patient Care Studies and collected data;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

Accesses protected health information (PHI) in accordance with departmental assignments and guidelines defining levels of access (i.e. incidental vs. extensive);

May perform other incidental tasks, as needed.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of Quality Assurance and Continuous Quality Improvement functions as they relate to Utilization Review, Discharge Planning, and Medical Care Audit; good knowledge of hospital routine, organization and function; good knowledge of the various regulatory agency requirements (PRO, JCAH, OHSM); ability to assemble data and prepare reports; ability to communicate effectively, both orally and in writing; ability to establish efficient working relationships with all levels of staff; ability to use computer applications such as spreadsheets, word processing, e-mail and database software; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; organization; resourcefulness; tact; good judgment; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree* in Health or Hospital Administration, Nursing or a health care related field** and four years of administrative or management experience in a hospital, hospital regulatory agency or nursing home, two of which must have primarily involved quality assurance, utilization review, medical care audit, discharge planning or medical records review.

SUBSTITUTION: A Master's Degree* in Health or Hospital Administration, Nursing or a health care related field** may be substituted for either the Bachelor's Degree* indicated above or one year of the above general administrative or management experience. No substitution is allowed for 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.

**SPECIAL NOTE: Health care related fields include (but are not limited to): Psychology, Sociology, Speech and Language Pathology, etc.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.