Job Title: Assistant Director, Patient Safety/ Risk Management for the Family Health Centers (FHC)

Department: Quality Improvement /Clinical Systems Integration

Job Code: 100247

Reports to: Senior Director of QI and Patient Care Services

Supervisory Responsibility: Yes

Date Modified: 2021

Non-Union

Position Summary:

Reporting to the FHC Senior Director of Quality Improvement and Patient Care Services, is responsible for direct oversight of the FHC Risk Management staff and in collaboration with the Senior Director of QI overseeing FHC Quality Staff.

The Assistant Director of Patient Safety/Risk Management is responsible for the development, implementation and monitoring of the FHC Risk Management/Patient safety program, projects, policies and procedures in accordance with New York State's medical malpractice prevention program and Public Health Law, The Joint Commission standards, and Federal requirements.

Job Duties and Responsibilities

1. Assists Senior Leadership in the overall supervision and mentoring of the risk management staff to achieve the overall goals of the Quality Management Plan

   1a. Facilitates FHC Risk Management monthly meeting

   1b. Assists Senior Director of QI/Patient Care Services and the FHC Chief Medical Officer in the preparation of quarterly network Risk Management summary to the FHC Quality Council, the Quality Assurance Committee of the Sunset Park Health Council, and the annual Risk Management report to the Sunset Park Health Council Board.

   1c. Coordinates the review of all FHCs incident reports, adverse event review process, facilitates and oversees a thorough and credible RCA process for defined adverse events as well as corresponding risk reduction strategies, follow up and measures of success.

   1d. When appropriate, collaborates with the FHC Operations Manager in the developing/revising configurations in the electronic medical record (identified through event investigations), specifically improving documentation, simultaneously enhancing the network's risk reduction program.

   1e. Involve and coach leaders through Risk Reduction Strategies (RRS) and Measures of Success (MOS) processes/change implementation based on chosen strategies for improvement/risk reduction.

2. Collaborate with the appropriate clinical and administrative leadership in developing/revising policies and procedures.

3. Provides consultation/assistance to FHC medical/nursing staff on Risk Management/Patient Safety issues and policy.
4. Develops and implements Risk Management/Patient Safety training curricula impacting on the overall risk reduction program, quality improvement plan and electronic medical record new employee orientation and annual staff training.
5. Facilitates preparation and presentation of FHC RCAs at the NYU Langone Health Brooklyn's Patient Safety Committee.
6. Assists Senior Leadership in preparation and submission of the annual FTCA deeming application, providing summary of claims review.
7. Works closely with the leadership of the high risk clinical areas (Network Medical Director of Ambulatory Women's Services and Dental department leadership) to identify trends and opportunities for improvement to mitigate risk.
8. Maintains liaison with NYU Hospitals Office of Legal Affairs and U.S. Department of Health and Human Services on issues related to malpractice litigation.
9. Builds and maintains trusting relationships with both internal and external customers to enhance communication regarding risk and safety.
10. Facilitates completion of bi - annual Provider Peer Review and, when appropriate, Focused Professional Practice Evaluation (FPPE).
11. Collaborates with Patient Relation leadership in analyzing patients clinical complaints/grievances to identify potential risk and quality of care issues.
12. Collaborates with the Information Technology team to streamline and use technology, ie automation to facilitate the overall quality improvement activities, which would include data collection, metrics development, and publication of metrics and or improvement results.
13. Assists in the integration of standards and guidelines from regulatory/accreditation bodies into the overall Quality Improvement Plan.
14. Assures patient safety when an adverse outcome is identified and/ or as a result of quality control processes, ie CTR's, Abnormal tests results, Prenatal High Risk Patients.
15. Facilitates monthly FHC OB/GYN Quality meeting.
16. In close collaboration with FHC Women's Health leadership, facilitates and supports all FHC Women's Health quality initiatives (ie developing and tracking: STI tests results and treatment, FHC surgical pathology results, abnormal breast imaging results; building prenatal, breast and cervical CA registries).
17. Performs other duties as assigned.

Minimum Education:

- Bachelor's degree in Nursing or related discipline

Minimum Experience/Requirements:

- Minimum 5 years of quality or risk management related experience
- Familiarity with State and Federal compliance regulations and standards

- Strong collaboration skills, written and verbal communications skills
- Attention to detail and analytical skills
- Strong interpersonal, organizational and customer service skills
- Ability to plan, coordinate, and facilitate the implementation
- Ability to work independently and as part of a team
- Initiative, good judgment and the ability to achieve results
- Intermediate skills with Microsoft Excel
- Proficiency with MS PowerPoint

Required License, Registration, Certification:

Preferred Qualifications:

- Certified Professional in Healthcare Risk Management
- Intermediate skills with Microsoft Excel
- Proficiency with MS Power Point
- Strong customer focus and management of technology user expectations: ability to establish and maintain a high level of user trust and confidence
- Strong interpersonal skills and ability to apply skills and techniques to solve dynamic problems; excellent teamwork skills
- Must be able to work independently but seek guidance when necessary, escalating issues as required
- Ability to organize and plan tasks with meticulous attention to details

Working Conditions / Physical Demands (check all that apply):

Standard office environment

Exposure to radiation

Exposure to hazardous chemicals

Exposure or handling of potentially infectious material

Occasional exposure to (check all that apply):

Heat Dust Fumes

Cold Loud Noise

Ability to access all areas of the institution

Ability to lift, push pull or otherwise move heavy objects, often in excess of 50 lbs

Ability to lift, push, pull or otherwise move patient or equipment in excess of 150 lbs, with/without assistance

Ability to see or access information in print and/or transmitted electronically

Ability to hear oral instructions

Performing job duties may require prolonged periods of (check all that apply):

Sitting Standing Bending

Walking Kneeling

Other working conditions / physical demands required to perform duties (specify):

Candidates whose disabilities make them unable to meet these requirements will still be considered fully qualified if they can perform the essential functions of the job with reasonable accommodation.