

CIVIL SERVICE POSITION DESCRIPTION

INCUMBENT: _____

PRESENT CLASSIFICATION: Quality Specialist

DEPARTMENT/DIVISION: Office of Correctional Medicine (OCM)

CSN: _____ **FLSA STATUS:** _____ **DATE:** July 1, 2021

Function

Under general supervision, the Quality Specialist manages, performs and coordinates highly specialized and essential quality improvement activities of the Office of Correctional Medicine's Quality Management and Operational Excellence (QMOE) Section's Standards, Performance & Accountability Review Teams (SPART) in accordance with policies and standards of performance. This position requires travel to, including but not limited to, correctional facilities.

Organizational Relationship

The Quality Specialist reports to the Physician/SPART Chairperson, who in turn reports to the OCM Director of Quality Management and Operational Excellence, who in turn reports to the Executive Director of the OCM, who in turn reports to the Associate Provost for External Relations, who in turn reports to Dean and Provost of the SIU School of Medicine/Chief Executive Officer of SIU HealthCare.

Duties and Responsibilities

The following information is intended to be representative of the work performed by incumbent in this position and is not all-inclusive. The omission of a specific duty or responsibility will not preclude it from the position if the work is similar, related, or a logical extension of position responsibilities.

Demonstrates, by actions, commitment to the mission and the behavioral standards of SIU School of Medicine. Provides excellent service to both internal and external customers through collaboration and partnership; compassion and respect; integrity and accountability; diversity and inclusion; as well as continuous learning and improvement.

% of time	Duties
25	1. Provides consultation, data management and quality advisory functions to the Standards, Performance & Accountability Review Team (SPART) by assisting in observing correctional healthcare clinical and workflow practices as directed and identifying gaps in performance, opportunities for improvement, continuous process improvement, and other quality and change management efforts. Collaborates with clinicians, administrators and other staff to design and promote best quality management practices.
20	2. Utilizing best practices and appropriate quality management tools, investigates, plans, organizes, interprets, observes and analyzes various sources of information and clinic workflows in support of quality management reports and University and/or departmental business operations. Conducts research assignments involving the evaluation, selection and compilation of data and information from a wide variety of sources; prepares reports which require the synthesis or integration of a variety of subject areas or the summation of the individual contributions of staff members or sub-units. Gathers and maintains statistical data for administrative reports, clinic utilization statistics, utilization reviews; reviews and analyzes of complex data provided by the staff, as well as from additional sources, including qualitative surveys, quantitative audits and evidence-based best practices and literature reviews. Provides comprehensive and timely reports and detailed analysis for administrative use.
15	3. Participates in the a) design of audit methods and instruments to measure performance and service delivery, b) identification of opportunities for improvement, c) development of action plans for resolution of issues identified by SPART, d) site visits. Coordinates, assists, trains and evaluates quality management processes regularly in specific segments and as assigned. Performs routine inspections and quality tests. Gathers, compiles and evaluates different program data documents and data/information collection instruments

	including but not limited to incident reports, surveys and recommendations by the SPART. Analyze and make recommendations for staff training needs.
15	4. Reviews, evaluates, develops, and interprets OCM, partner and stakeholder policies and operational procedures and communicates updates to SPARTs. With input from SPART Chairperson, SPART members and leadership staff, answers complex inquiries and resolves problems that require the interpretation, explanation, and justification of quality management and programmatic policies and procedures. Drafts multi-source communications for the SPART Chairperson, Director of QMOE and the executive staff of the OCM and develops and distributes as directed.
10	5. Produces documents which may be proprietary or highly sensitive and confidential in acceptable draft and/or final form from written copy, data analytics or SPART minutes taken by incumbent. Documents may include, but not be limited to, standards, performance and accountability reviews which include mortality and morbidity studies.
5	6. Serves as a liaison providing authoritative information, assistance, and advice to departments, various constituencies, stakeholders, and individuals at all levels (including national, state, regional, community, and campus levels) and acts as a representative for the QMOE section and/or executives/administrators, as requested, which includes sitting on various committees and/or attending professional conferences.
5	7. Maintains an overall awareness of organizational activities of import or impact to the designated member(s) of the unit staff and the unit; develops and trains OCM staff and partners on ethical, compassionate and none non-judgmental aspects and techniques needed in the performance of services.
5	8. Performs other related duties as assigned

Skills and Abilities Needed for the Position

1. Excellent interpersonal and emotional intelligence skills; adept at communicating effectively both verbally and in writing with clients, stakeholders, partners, coworkers, etc., both internally and externally, and from a wide range of differing economic and cultural backgrounds; demonstrated abilities to understand and work successfully with the various interrelationships present in a government or academic setting
2. Working knowledge of tools, methods and concepts of quality management.
3. Excellent data collection and analysis skills
4. Knowledge of computers and computer systems (including hardware and software) to enter data, or process information and of administrative and administrative procedures and systems such as word processing, managing files and records, and other office procedures and terminology
5. Adept at organizing, planning and prioritizing work and the development of specific goals to accomplishing work
6. Skill in material resources management through obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.
7. Skill in decision making by considering the relative costs and benefits of potential actions and choosing the most appropriate one.
8. Experience with process and workflow design
9. Ability to apply general rules to specific problems to produce answers that make sense.
10. Ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
11. Evidence through professional activities that demonstrates intelligence, flexibility, creativity, and “quickness” in the understanding (analysis and synthesis) of complex concepts and models. Ability to be progressive and proactive in planning and organizing major initiatives; visionary and forward thinking.
12. Sensitive to the needs of underrepresented and minority populations and has non-judgmental approach to servicing these populations. Must be compassionate and approachable and have respect for patient’s confidentiality.
13. Analytical thinker and complex problem solver. Must be responsible and trustworthy and possess strong ethics, sound judgment and expert decision making abilities.
14. Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
15. Consistently supports compliance by maintaining privacy/confidentiality of information, displaying ethics and integrity, reporting non-compliance and adhering to applicable federal, state and local laws and regulations, accreditation and license requirements (if applicable) and to current IDOC and SIU School of Medicine policies and procedures. Maintain a HIPPA compliant environment for patients.

Required Qualifications

1. Bachelor's degree in health sciences or related field
2. One (1) year (12 months) of Quality Improvement work experience in a clinical or healthcare related field
3. Current and valid driver's license and requisite auto insurance or ability to travel from one site to another timely

Desired Qualifications

1. Certification in quality or project management

Responsibility

- A. Supervisory Controls – Under general direction of the Physician/SPART Chairperson, employee will receive verbal and written instruction. This position does require flexibility in the prioritizing of multiple complex assignments and a solid attention to detail.
- B. Guidelines – This position is required to follow written and oral directives according to the statutes, regulations, and policies of Southern Illinois University, SIU Carbondale, SIU Board of Trustees, SIU HealthCare, and the SIU School of Medicine; as well as by direction of the Dean and Provost/Chief Executive Officer and the laws of the State of Illinois.

Difficulty

- A. Complexity – Under general direction, the Quality Management Specialist performs and coordinates highly specialized data and analytical functions for of the Office of Correctional Medicine and its Quality Management and Operational Excellence Section in accordance with policies and standards of performance. Adept at maintaining strong working relationship across SIU system campuses and with OCM partners and stakeholders.
- B. Scope and Effect – Primarily Office of Correctional Medicine administrative and executive/leadership quality management operations. Incumbent performance will impact staff, partners, stakeholders, providers and others employed by SIU SOM.

Personal Contacts

Personal contacts will be face-to-face, telephone, e-mail, etc., and will be with staff, partners, stakeholders and customers. The purpose for these contacts is for OCM operations, management, functions and processes. Requires travel to, including but not limited to, correctional facilities.

Environmental, Health and Safety Responsibilities

Participates in meetings, trainings and other environmental, health and safety activities as required by SIU School of Medicine.

Working Conditions

See attached Physical and Environmental Requirements form

INCUMBENT: _____

DATE _____

REVIEWED BY: _____
 Director of Quality Management and Operational Excellence, OCM

DATE _____

 Executive Director, OCM

DATE _____