CIVIL SERVICE POSITION DESCRIPTION

INCUMBENT: _____

PRESENT CLASSIFICATION: Quality Specialist – RN (Trainer)

DEPARTMENT/DIVISION: Office of Correctional Medicine (OCM)

CSN: **FLSA STATUS:** **DATE**:

Function

Under general direction, the Quality Specialist - Registered Nurse manages, performs and coordinates highly specialized and essential quality management and training activities for the Operational Excellence Unit in the Office of Correctional Medicine's Quality Management and Operational Excellence (QMOE) Section in accordance with policies and standards of performance. This position may require travel to, including but not limited to, correctional facilities.

Organizational Relationship

The Quality Specialist - Registered Nurse reports to the Organizational Quality Coordinator, 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 professional nursing research, consultation and quality management advisory by assisting the in the training, creation, review and implementation of clinical policies, procedures and educational materials for correctional health services. Works as part of a multi- and inter-disciplinary team to solve quality management challenges and recommend action plans for improvement. Performs duties collaboratively with multi-disciplinary teams by 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 related to the delivery of healthcare to justice involved individuals. Collaborates with clinicians, administrators and other staff to design, promote and drive best practice quality management standards, practices and trainings.
25	2. Creates training presentations, material, etc., and delivers them clearly, confidently and at the appropriate levels of understanding; engages, manages and directs people and teams for training and learning purposes; creatively handles situations that arise on the spot during presentations or other interactions; identifies and measures results of training; speaks to an audience with confidence and control; listens in a way to understand and respond suitably; engages in learning continuously to maintain updated training and research presentations and protocol.
20	3. Applies extensive knowledge of clinic operations and clinical experience to accurately assess infection prevention/control and specimen collection and nursing/healthcare service delivery processes. Participates as a consultant in the implantation of chart review tools, standards of care, outcome

	measures, etc. Researches and utilizing best practices and appropriate quality management standards and tools, investigates, plans, organizes, interprets, observes and analyzes various sources of information and clinic workflows in support of quality management reports and trainings 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.
10	4. Provides clinical expertise and 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 QMOE staff, stakeholders and partners, d) site visits and audits. Coordinates, assists, trains and evaluates quality management processes regularly in specific segments and as assigned. Performs routine inspections and quality tests. Performs inter-rater reliability as directed. Analyzes and makes recommendations for staff training needs. Identifies clinical problem areas and recommends correction of deficiencies. Develops, implements and maintains systems to ensure effective and high-quality nursing care.
10	5. Reviews, evaluates, develops, and interprets OCM, partner and stakeholder policies and operational procedures and communicates updates to involved parties, including through formal training sessions. With input from QMOE leadership and staff members, answers complex nursing inquiries and resolves problems that require the interpretation, explanation, and justification of quality management and programmatic policies and procedures. Produces documents which may be proprietary or highly sensitive and confidential. Documents may include, but not be limited to, standards, performance and accountability reviews which include mortality and morbidity studies. Recommends new training initiatives.
5	6. Serves as a coordinator, trainer, facilitator or liaison to committees, teams and outside organizations as assigned. Provides training and authoritative information, assistance, and advice to OCM staff, partners and stakeholders; acts as a representative for the QMOE Operational Excellence Unit and/or executives/administrators, as requested, which includes sitting on various committees and/or attending professional conferences. 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	7. Performs other related duties as assigned

Skills and Abilities Needed for the Position

A. 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
B. Demonstrates the ability to clearly document according to standards of practice and to accurately and efficiently audit the documentation of others utilizing resources and tools provided
C. Ability to identify, promote, and shepherd quality improvement activities in a positive, productive manner
D. Possess enthusiasm for lifelong learning with the ability to lead and train multi-disciplinary diverse teams
E. Possesses a professional and resourceful style; having the ability to work independently and as a team player, to take initiative, and manage multiple tasks and projects at the same time
F. Working knowledge of tools, methods and concepts of quality management and “systems thinking”
G. Strong commitment to clinical excellence
H. Effective problem-solving and conflict resolution skills with the ability to remain calm and professional in stressful situations and the capacity to engage audiences and inspire accountability
I. Excellent data collection, extraction, compilation and analysis skills

J. 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
K. Adept at organizing, planning, benchmarking and prioritizing work, best practices and the development of specific goals to accomplishing work
L. Skill in clinical material resources management through obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work
M. Skill in decision making by considering the relative costs and benefits of potential actions and choosing the most appropriate one
N. Experience with process and workflow design
O. Ability to apply general rules to specific problems to produce answers that make sense
P. Ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)
Q. 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.
R. 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
S. Analytical thinker and complex problem solver. Must be responsible and trustworthy and possess strong ethics, sound judgment and expert decision making abilities
T. 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.
U. 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, SIU School of Medicine and OCM policies and procedures. Maintain a HIPPA compliant environment for patients.

Required Qualifications

1. Current Illinois licensure as a Registered Nurse
2. One (1) year (12 months) of Quality Improvement work experience in a clinical or healthcare related field
3. Registered Nurse with a minimum of three (3) years of clinical experience
4. Current and valid driver's license and requisite auto insurance or ability to travel from one site to another timely
5. Training development and presentation experience

***Applicants possessing a Master's degree, in a closely related field, meet the requirements for #1 above.*

Desired Qualifications

1. Certification in quality management from accredited institution/organization
2. Bi-lingual - Spanish speaking
3. Demonstrated record of accomplishment of developing and managing successful teaching strategies improving quality of patient care, compliance outcomes, and successfully following multi- performance improvement initiatives and plans of correction

Responsibility

A. Supervisory Controls – Under general direction of the Organizational Quality Coordinator, 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 Specialist - Registered Nurse 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. Requires ability to identify, promote, and shepherd quality improvement activities in a positive, productive manner. Must possess a professional and resourceful style; having the ability to work independently and as a team player, to take initiative, and manage multiple tasks and projects at the same time.

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: _____ DATE _____
Executive Director, OCM