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## **Quality Assurance/Risk Manager**

The Quality Assurance/Risk Manager provides consultation and support for Hospital wide quality/performance improvement processes. Assists all departments in quality assessment activities and in meeting accreditation standards. Ensures that state and federal regulations, licensure requirements, risk management standards, and health information fundamentals are met. The Quality Assurance/Risk Manager is the data coordinator and resource person for internal and external projects that involve quality and risk. Promotes and monitors safe, high quality, cost effective health care. This position reports to the CEO.

The following is a list of essential job accountabilities:

### **Quality Assurance:**

1. Support and practice the Mission and Philosophy of Ruby Valley Medical Center;
2. Create and/or update policies and procedures to reflect industry standards, new procedures, new products, etc.
3. Orient and train employees on the Quality Assurance Programs;
4. Assess, evaluate and support all quality initiatives and share this information with appropriate leadership teams;
5. Chair ongoing quality meetings;
6. Oversee the Quality Program Review while encouraging input from all departments;
7. Ensure readiness at all times for facility surveys;
8. Other Quality Assurance duties as assigned.

### **Risk Management:**

1. Review all incident reports determining frequently occurring situations that place the patients and/or organization at risk;
2. Work with department managers and quality management staff to identify high-risk situations and develop plans to eliminate the risk by following a 5-step process that involves risk identification, investigation, analysis, treatment, and plan evaluation;
3. Collaborate with Compliance Officer for patient complaint and grievance review;
4. Provide Risk Management program orientation and training to staff and management including use of the incident online reporting tool;

5. Serve as liaison between facility and professional liability insurance carrier and legal counsel to process and provide information pertinent to claims or potential litigation;
6. Participate in any committees relevant to risk management functions;
7. Other Risk Management duties as assigned.

**RN Duties:**

- As a member of the RVMC nursing team, the Quality Assurance/Risk Management Professional is expected to be available for other nursing duties as assigned or requested.

**Minimum Qualifications and/or Licensure:**

- RN licensure required;
- 3-5 years general nursing experience;
- Bachelor's degree preferred;
- 2 years' experience in quality assurance preferred;
- Supervisory and/or management experience preferred;

**Knowledge and Skills Required:**

- Awareness of regulatory guidelines including critical access hospital and swing bed Medicare Conditions of Participation compliance;
- Communication skills;
- Advanced computer capabilities;
- Knowledge of QA/PI tools including statistics, flow-charting, medical terminology, and data graphing;
- Decision making skills;
- Organizational skills;
- Training skills.

**Physical Requirements:**

Office Equipment Used: Computer, Calculator, Printer, Fax Machine, Copier, and Telephone.

Work Environment: While performing the duties of this job, the employee constantly works around others, works with the public and usually works inside. The noise level in the work environment is typically moderate.

Physical Demands: While performing the duties of this job, the employee is required to use hands and finger, handle or feel objects, and to type on a key board. The employee is required to sit, talk, write, hear, and read. The employee may be required to stand for extended periods, walk, stoop, kneel, and reach with hands and arms.

Vision Demands: Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.