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## Iowa Healthcare Collaborative

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### JOB DESCRIPTION

**Position:** Clinical Quality Consultant I

**Reports to:** Director, Hospital Services Division

**Date Revised:** March 2018

The **Clinical Quality Consultant I** will provide consulting services to strengthen and improve healthcare operations that result in stronger financial returns and a healthier health care system. The **Clinical Quality Consultant I** will utilize strong strategic and business acumen to provide support and coordination for hospital quality improvement work. He/she will support hospitals in the development of quality management plans through IHC led services. The job duties include a variety of clinical and performance improvement initiatives in process improvement, member surveys, data analytics support, measurement and evaluation, provider interaction, meeting preparation, patient and provider education materials and programs.

The **Clinical Quality Consultant I** will provide consultation to improve clinical processes and outcomes, eliminate unnecessary variation, and reduce the risk of harm to patients across the continuum.

- Provides ongoing evaluation of hospital performance, facilitates prioritization of improvement activities, and ensures successful implementation of initiatives within assigned scope.
- Provides functional oversight for network hospitals to ensure identification, tracking and improvement of processes to resolve clinical performance in a manner that promotes education, improvement, and patient safety.
- Provides direction to ensure that clinical services are supported by the best evidence available and are provided in accordance with standards established by federal and state regulatory agencies. Draws on expertise in LEAN continuous improvement methodologies, project/change management skills, and clinical specialty expertise to analyze and drive improvement.

### RESPONSIBILITIES

- Provides consultation to hospital Leadership, medical staff leaders, clinical department leaders, clinical practice committee members and others regarding aspects of data design, collection, analysis and presentation. Provides support and guidance on hospital quality improvement initiatives and quality management programs. Acts as a consultant on improvement science and data driven decision making.
- Develops strategies based on performance analysis for improvement that includes specific outcomes and metrics to monitor hospital progress to a goal and makes recommendations for improvement.
- Supports root cause analysis and develops targeted interventions designed to improve clinical quality outcomes.
- Assists hospitals in creating work flows to optimize care delivery, introduces best practices improvements, and evaluates outcomes using rapid cycle improvements PDSA methods to reach mutual goals.

- Builds and effectively maintains relationships with hospitals. Effectively engages hospital employees in an open dialogue and other activities to address resistance and build commitment to change. Demonstrates understanding of adult learning principles.
- Acts as an organizational patient safety champion, and an effective member of the patient safety and quality improvement hospital team, supports patient safety concepts and methods and high reliability principles.

#### **REQUIRED QUALIFICATIONS**

- Bachelor's degree in Nursing, Healthcare management or related degree required.
- Two years of experience interpreting and utilizing clinical data analytics, outcomes measurement in healthcare and use of that data to drive change.
- Two years of experience in infection prevention, control and/or surveillance
- Computer Skills - Advanced: Skilled in specialized computer software. Ability to use more advanced functions, formulas and other special elements of the specific program or application. Ability to analyze data to interpret and evaluate results, and create reports and/or presentations.
- Builds effective partnerships with medical staff and physicians; fosters open lines of communication and establishes trust. Experience working with and successfully collaborating with senior level leadership.
- Identifies problems; determines accuracy and relevance of information; utilizes appropriate tools and staff resources along with sound judgment to generate and evaluate alternatives to make recommendations.
- Knowledge of clinical quality reporting standards for ambulatory care, healthcare management, and clinical measurement reporting, and evidence-based medicine. Knowledge of performance improvement methods and informatics and database management.
- Demonstrated experience leading groups; strong presentation skills.
- Willingness to travel up to 75% for face-to-face meetings.

#### **PREFERRED QUALIFICATIONS**

- Master's Degree
- Active, unrestricted RN license
- CIC Certification
- Three or more years of experience in infection prevention, control or surveillance.
- Experience developing, teaching or disseminating infection prevention/control education.
- Knowledge of NHSN reporting system.
- Certificate in quality management or patient safety strongly recommended. (CPHQ, CQM, ASQ certification, Six Sigma, Lean Certification)
- Quality improvement experience highly desired.
- Knowledge of organizational dynamics, change theory, reliability and safety science, improvement methods and tools, measurement and statistical process control.
- Strong Microsoft Office Skills with Word, Excel, Outlook and PowerPoint.
- Ability to work independently and take initiative when necessary.
- Ability to work under stress and meet deadlines.
- Strong interpersonal skills; excellent verbal and written communications skills are required for the successful management of this function.
- Demonstrates strong ability to prioritize work, excellent organizational skills and initiative to improve processes.

- Change agent demeanor. Must be a flexible thinker with the ability to quickly adapt to a changing environment.