PINNACLE III JOB DESCRIPTION
CONTINUOUS QUALITY IMPROVEMENT & FACILITY EDUCATION
COORDINATOR

Job Summary:

Continuous Quality Improvement (CQI) & Facility Education Coordinator oversees the Quality Assurance & Quality Improvement (QA/QI) programs and delivery of education for the ambulatory surgery centers (ASCs) managed by PINNACLE III. CQI is accomplished by leading and directing the quality assurance process and quality improvement activities that produce better patient care, optimal patient outcomes, and more efficient operations. Educational emphasis is placed on facility operations and the delivery of clinical care. Topics selected are based on needs assessment, current trends, compliance to state and federal regulations, accreditation organization standards, and nationally recognized practice standards. Intended recipients of educational offerings include Administrators, Directors of Operations, ASC mid-level leadership and other personnel when appropriate.

Job Relationships:

The Continuous Quality Improvement & Facility Education Coordinator reports to PINNACLE III's Regional VPs, Operations. This position interacts with facility personnel, PINNACLE III's management team members, and company vendors.

Decision-Making Authority:

✓ Performs duties with direction from VP's of Operations, and by operating within established policies and procedures
✓ Makes decisions within general company constraints
✓ Occasionally makes independent decisions

Job Qualifications:

Education

✓ Current nursing license required
✓ Bachelor of Science in Nursing preferred
✓ Masters or certification in area of specialty (e.g., CASC, CIC, CNOR, CPHQ, CPHRM) preferred

Work Experience

✓ Perioperative nursing experience, with an emphasis in ambulatory surgery
✓ Teaching certificate, previous teaching experience, or professional speaking circuit, classroom instruction, clinical educator

Knowledge, Skills & Abilities

- ✓ Is knowledgeable of state, federal, and ASC accreditation regulations and other evidence-based practice standards
- ✓ Is accomplished in effective communication with ability to provide didactic content to individuals and groups
  - Ability to develop professionally prepared programs with meaningful teaching tools
  - Ability to utilize webinar/audio visual technologies
  - Ability to conduct research and distill into useable content
  - Ability to create handout materials for listening audience
- ✓ Demonstrates computer literacy and proficiently navigates software applications selected by PINNACLE III for use in business operations.
- ✓ Demonstrates ability to analyze data, recognize variances and/or irregular patterns, conduct root cause analysis, introduce probing questions, conduct unbiased research, solicit opinions from others, draw clinical conclusions, articulate findings, and compose written summaries.
- ✓ Tenders decisions specific to severity and AHRQ Harm scale.
- ✓ Is familiar with job-specific environment of care areas including risk management and quality assurance, life safety, utilities management, hazardous materials communications, emergency preparedness, infection control, and medical equipment failure.
- ✓ Possesses exceptional interpersonal skills and strong communication skills.
  - Written: Composition, business communication, electronic messages, and concise meeting minutes.
  - Verbal: Informational, educational, mentoring, coherent, influential, persuasive, and public speaking.
  - Non-verbal: Maintains poise and presence of mind; refrains from outbursts or anger.
- ✓ Demonstrates sound judgment as well as strong mental health and physical well-being when exposed to stressful working conditions.
- ✓ Is consistently aware of professional presentation, understands business politics, and protects privileged information.
- ✓ Uses and protects patient records via strict adherence to HIPAA policies and procedures.
- ✓ Collaborates with colleagues, providing support upon request or as appropriate for conditions.
- ✓ Possesses the ability to recite standards of evidence-based practices.
- ✓ Has experiential knowledge in health care industry and anticipated delivery of services.
- ✓ Promotes quality improvement through development and maintenance of processes and standards.
- ✓ Possesses the ability to provide guidance to others in composing and completing process improvement studies to reach more permanent resolutions to problems.
- ✓ Possesses the ability to make quick assessments of situational events with poise and authority. Makes decisions for immediate results while directing others.
- ✓ Possesses strong aptitude for working compatibly with all members of workforce.
- ✓ Demonstrates effective time management skills. Completes assigned responsibilities in a timely manner.
- ✓ Possesses a high level of self-direction. Demonstrates initiative and organizes oneself.
- ✓ Possesses the ability to manage multiple projects.
- ✓ Demonstrates the ability to start, sustain, and complete both short- and long-term projects.

✓ Possesses the ability to prioritize incoming information and adjust to changing conditions.
✓ Possesses strong organizational skills.
✓ Possesses the ability to conduct research, analyze data, and exhibit confidence in decisions made.

<u>Physical Guidelines</u>

✓ Able to extend wrists/arms for up to eight hours per day; sit for up to eight hours per day; and work at computer terminal for up to eight hours per day.
✓ Frequent travel required.

Primary Duties & Responsibilities:

<u>Continuous Quality Improvement</u>

✓ Directly oversees all QA & QI activities at PINNACLE III's managed facilities.
  • Performs mock survey of all new (de novo and newly acquired) facilities 30 days prior to submission of survey application.
  • Performs mock survey of all existing client facilities 90 to 120 days prior to submission of survey application.
  • Assists managed facilities locate policies when preparing for or under survey conditions.
  • Reviews all state, federal, and accreditation survey results.
  • Assists Administrators compose plan of correction of survey citations.
  • Reports monthly to senior management.
✓ Leads the development of or determines a tool or process to replace ActionCue (current cloud-based quality and risk management system).
✓ Monitors facility-based QA/QI tool. Takes and/or suggests actions needed to address identified issues.
✓ Reviews and manages risk events at ASCs managed by PINNACLE III.
✓ Provides supervision and expertise to managed facilities regarding Quality Management Plan. Reviews site-specific data of ongoing performance measures.
  • Monitors events identified as unexpected patient care outcomes for risk.
  • Serves as Risk Manager for locations without incumbent personnel with expertise in risk management, keeping Administrator advised of same.
  • Configures facility-wide performance measures for external benchmarking.
  • Configures site-specific performance measures based on ASC needs.
  • Monitors ASC rate of data reporting for ongoing compliance.
  • Performs data analysis across managed facilities for internal and external trending.   Reviews findings with Administrators identifying opportunities for improvement.
  • Assists with preparation of reports for site specific committee use.
  • Assists with establishing performance improvement studies based on individual ASC data.

- Reminds Administrators of annual reporting deadlines to external agencies – ASCQR, NHSN, State Health Department, OSHA.
✓ Supports activation of performance improvement studies based on data reported.
  - Evaluates rate and severity of adverse events.
  - Demonstrates trends in data reported and opportunity to activate PI study to end users.
  - Assists ASC team with origination of PI studies providing language regarding opportunity, goal, and corrective action, as needed.
  - Reviews results of corrective action when improvement is trending favorably.
✓ Provides training in corporate compliance, risk management, and other quality related activities to enhance personnel awareness of reducing liability exposure in the Center.
✓ Conducts annual review of quality performance measures required by federal agencies.
✓ Conducts annual site-specific ASC review of quality management:
  - Sets up new performance measures
  - Discontinues performance measures with 12-month history of compliance
✓ Conducts annual evaluation of corporate QAPI policies and procedures relevant to risk management and patient safety with intent to minimize risk system-wide.
  - Ensures policies represent adherence to best practices and regulations.
  - Relies upon resources from state, CMS, and accreditation standards.

<u>Facility Education</u>

✓ Conducts annual education needs assessment for Administrators, Directors of Operations, ASC mid-level leadership, and other personnel.
✓ Prepares education plan based on needs assessment.
✓ Plans, prepares and conducts monthly education programs identified by needs assessment.
  - Establishes training dates and distributes invitations to attendees.
  - Identifies subject expert (guest speaker) on topics outside scope of knowledge to assist with learning objectives.
  - Prepares supporting documents and reference materials to share with attendees.
  - Accounts for participant attendance.
  - Provides electronic literature found in current periodicals to appropriate personnel.
  - Distributes annual summary of educational offerings and attendance records to Administrators.
  - Records delivery of educational programs and stores content for on-demand access.
✓ Maintains PINNACLE III's policy and procedure library utilizing cloud-based application (PolicyStat). Serves as system administrator for application.
  - Is primary author of policy portfolio, responsible for origination, naming/nomenclature, and organization of content for ease of use by end users.
  - Regularly reviews/revises policies keeping policies current as reflected by date.
  - Conducts research of subject matter, representing evidence-based practices, accreditation standards, and federal & state regulations.
  - Reviews current periodicals for practice standards and recommended practices.

- Conducts ongoing training of application to established super user at each ASC. Upon request, trains new users and persons with editing permissions. Provides training when enhancements are made by application host.
✓ Evaluates competency-based learning modules annually via PINNACLE III's internet-based platform. Serves as system administrator for application.
  - Selects learning modules to satisfy annual workforce compliance to federal, state, and accreditation agencies.
  - Configures learning modules by people group.
  - Prepares pre-assessment questions for returning users to reduce time required to complete modules.
  - Prepares Quick Guide to assist management and/or nurse educator with independent administration of application.
  - Prepares Quick Guide to assist end users with access to learning modules.
  - Supports user administrator and/or nurse educator with enrollment of new users, removal of departed users, and troubleshooting items.
  - Provides semi-annual completion reports to ASC management to ensure end user completion of learning modules.
✓ Reviews Joint Commission Standards and AAAHC ambulatory surgery center/health care accreditation standards annually for changes, revising associated policies as necessary.
✓ Monitors CMS Regulations when changes are introduced to Federal Register, revising associated policies as necessary.
✓ Develops compliance tools for facilities managed by PINNACLE III to assess readiness for survey conditions.
  - Corporate Compliance
  - Infection Prevention Risk Assessment & Surveillance
  - Safety and Environment of Care Risk Assessment & Surveillance
  - All Hazard Risk Analysis & Emergency Preparedness
  - Credentialing and Peer Review
  - Competency Assessment, Performance Evaluation, and Plan of Correction
  - Leadership Development
✓ Attends webinars offered through manufacturing and national organizations to remain current with practice standards.
✓ Assists with exploration and assessment of new software applications to streamline and standardize business operations. Conveys findings and recommendations to PINNACLE III's leadership team (S7) for decision-making. Seeks leadership team's input and direction prior to rollout of application to ensure optimal adoption by end users.
✓ Upon request, conducts facility assessments. Composes written report of impressions made through interviews and direct observation as well as recommendations for improvement and/or plan of correction.
✓ Upon request, assists with incidental projects including, but not limited to:
  - Helping key personnel in PINNACLE III managed facilities with specific learning needs, research, or instruction.
  - Managing special projects which may assist with standardization, streamlining, defining best practices, eliminating waste, etc.

- ✓ Organizes and provides curriculum for cross-training peri-operative nurses into OR arena.
  - Configures online learning modules to facilitate intern progress.
  - Provides instruction to preceptors to ensure ongoing oversight of intern.
  - Monitors intern progress of timely completion of learning modules, keeping pace with prescribed program deadline.
  - Qualifies successful completion of peri-operative program with passing score on final exam.
- ✓ May accept invitations to speak at local, state, or national industry-driven conferences upon request and with approval of President/CEO.
- ✓ May serve on advisory boards or councils of professional organization(s), application design development companies, GPO, prime distributer of medical/surgical supplies, etc. upon request and with approval of President/CEO providing service does not interfere with expected delivery of job responsibilities.

PINNACLE III Value-Based Responsibilities

- ✓ Demonstrates honesty, reliability, trustworthiness, and integrity during performance of all job duties.
- ✓ Treats teammates and customers with dignity and respect.
- ✓ Produces high quality work.
- ✓ Shares knowledge.
- ✓ Maintains a positive attitude.
- ✓ Recognizes the contributions of every team member.
- ✓ Employs a collaborative approach to achieve organizational success.
- ✓ Is honest and forthright in his/her communication with teammates, clients, and business partners.
- ✓ Stays abreast of technological and business advancements and employs them to meet organizational needs.
- ✓ Seeks to continuously learn and improve to enhance organizational success.
- ✓ Is courteous, friendly, helpful, and promptly responds to the varied needs of our clients.
- ✓ Is familiar with the services PINNACLE III and SPECIALTY BILLING SOLUTIONS offer.
- ✓ Takes every opportunity to learn the interrelationships between his/her department and the other departments/divisions in our company.
- ✓ Proactively communicate with members of organization's leadership team regarding compliance concerns.
- ✓ Identifies and communicates areas for process improvement within department to facilitate the achievement of departmental goals.
- ✓ Completes all other duties as assigned. The preceding list of duties is not intended to be restrictive or all inclusive. The fact that certain duties may not be listed does not limit the assignment of additional and/or other duties.