

## UW HEALTH JOB DESCRIPTION

### MANAGER, QSI

Job Code: 301021	FLSA Status: Exempt	Mgt. Approval: A. Topel	Date: 4.2018
Department: Quality, Safety & Innovation	HR Approval: nnl	Date: 4.2018	

### JOB SUMMARY

This position has overall responsibility for the supervision and development of staff who facilitate organization improvement across UW Health. The Manager, QSI will develop staff competencies, assess individual performance, evaluate program effectiveness and communication with key stakeholders. The Manager, QSI provides leadership to assure the use of disciplined improvement processes and tools, and performance measurement. The manager is responsible for monitoring project goals and milestones, achieving sustainable positive outcomes from improvement work, and for identifying opportunities to spread standardized best practices. The manager will work closely with senior leaders across UW Health to understand strategic direction and priorities to develop customized team curriculum and collaborative learning sessions that support organization needs.

### MAJOR RESPONSIBILITIES

- Partner with the QSI department leadership to achieve strategic plans, goals, and objectives of the organization and department.
- Provide leadership and direct the day-to-day activities of the Improvement Advisor teams.
- Hire, train, develop, assess, and retain staff. Encourage and promote staff involvement and engagement.
- Contribute to the development of QSI budgets.
- Lead selected organization improvement teams to stay current with skills.
- Enable teams across the organization to become experts at guiding their own improvement.
- Direct the provision of reliable process improvement facilitation by QSI department staff resulting in sustainable performance improvement across UW Health.
- Ensure that follow-up and monitoring of performance improvement action plans are completed and documented in a timely fashion.
- Responsible for execution of the Peer Review Program for UW Health. Work closely with Enterprise Analytics to assure meaningful provider data are given to the departments and are reviewed in accordance with Joint Commission requirements and organizational policy.
- Interpret and apply the Joint Commission standards and CMS regulations related to Focused Professional Practice Evaluation and Ongoing Professional Practice Evaluation, and the CMS Quality Assessment, Performance Improvement (QAPI) regulations for hospitals.

**ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.**

### JOB REQUIREMENTS

Education	Minimum	Bachelor's degree in Business Administration, Health Care Administration, Nursing, Operations Management, Industrial Engineering or other health related field
	Preferred	Master's Degree in Business Administration, Health Care Administration, Nursing, Operations Management, Industrial Engineering or other health related field
Work Experience	Minimum	5 years of experience facilitating interdisciplinary improvement teams, applying quality improvement methods and tools and the ability to interpret and use data to drive decision-making.
	Preferred	5 years of experience working in health care 3 years supervisory/management experience
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• Ability to apply quality improvement methods and tools and the use of data to drive change.</li> <li>• Proven ability to achieve results.</li> <li>• Effective communication skills and a collaborative approach to problem solving.</li> <li>• Ability to work with leaders across disciplines, and clinical departments in inpatient and ambulatory settings.</li> <li>• Ability to lead teams.</li> </ul>

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- Ability to travel to meetings in various sites, sometimes multiple locations in one day.

### JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

### PHYSICAL REQUIREMENTS

**Indicate the appropriate physical requirements of this job in the course of a shift.** *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
<b>X</b>	<b>Sedentary:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>
	<b>Light:</b> Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<b>Negligible</b> or constant push/pull of items of negligible weight
	<b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>	<b>Negligible-10#</b>
	<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>	<b>10-20#</b>
	<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>	<b>Over 20#</b>
List any other physical requirements or bona fide occupational qualifications:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.