



THE EASTERN REGIONAL HEALTH AUTHORITY

POSITION DESCRIPTION

1. JOB TITLE QUALITY MONITOR	2. DIVISION SANGRE GRANDE HOSPITAL	3. DEPARTMENT QUALITY
4. ORGANISATIONAL RELATIONSHIP The Quality Monitor will report to the General Manager–Quality and Risk Management and the Medical Director.		5. NATURE & SCOPE The Quality Monitor is responsible for facilitating the implementation of Quality systems and processes throughout the health facility. He/She is also required to monitor the maintenance of quality systems within the health facilities, assisting units toward achieving their quality improvement targets.
6. SPECIFIC ACCOUNTABILITIES The Quality Monitor: <ul style="list-style-type: none"> ❑ Assists and communicates with the departmental head e.g. Clinical Heads, Nursing Managers, Business Managers and other staff in identifying strategies for implementation to achieve quality targets. ❑ Conducts daily quality surveillance of all service delivery units. ❑ Monitors service delivery within the health institution to ensure compliance with policies, standards/protocols; reports are generated and recommendations are discussed and implemented with the relevant departments. ❑ Participates in the review and revision of standards, protocols and procedures for service delivery through the accreditation readiness programme. ❑ Collaborates in the dissemination of all information relative to the Quality Program throughout the facility e.g. Educate staff about quality role and function in the institution. Take part in orientation of new staff. Educate clients about the Patients’ charter of rights and Obligations. ❑ Conducts processes where workflows can be optimized to improve efficiency and effectiveness. ❑ Monitors work processes done and information shared with coordinator to facilitate improvements in departments. ❑ Collaborates with the Infection Control Department in maintaining IPC surveillance. ❑ Assists in managing patient complaints and ensuring all data is compiled for client feedback reports. ❑ Assists in investigating incidents of irregularities of practice in health care delivery; reports are generated and forwarded for recommendations. ❑ Assists with any other activity related to quality improvement/risk management in the institution. ❑ Conducts spot audits in all departments and service areas. ❑ Participates in the development of spot audit tools with quality coordinator or various areas. ❑ Provides status reports and generate an activity report on a monthly basis of quality activities conducted. ❑ Performs any other related duties by the approved Authority. 		

7. KEY KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of Health care standards and protocols.
- Knowledge of TQM tools and techniques.
- Knowledge of professional codes of practice.
- Excellent organizational and interpersonal skills.
- Excellent communication skills, both written and verbal.
- Strong analytical and problem-solving skills.
- Ability to take initiative and work independently.
- Ability to relate in a multi-disciplinary environment.

8. MINIMUM TRAINING AND EXPERIENCE

- Training as evidenced by a Bachelor of Science Degree in Management/Quality Management/Systems Auditing or a registered health professional with Quality Management Certification.
- Certification and experience in implementing quality systems in a health care environment.
- Any equivalent combination of training and experience.

9. SUPERVISORY RESPONSIBILITIES

- Clerk I

10. COMMUNICATION AND WORKING RELATIONSHIP

Internal:

- General Manager-Quality and Risk Management
- Medical and Clinical personnel
- Other members of the Quality Department
- All Heads of Departments

External:

- Trinidad Public Health Laboratory
- Caribbean Epidemiology Centre
- Other Regional Health Authorities
- Ministry of Health