



## THE EASTERN REGIONAL HEALTH AUTHORITY

### POSITION DESCRIPTION

<b>1. JOB TITLE</b>  QUALITY COORDINATOR	<b>2. DIVISIONS</b>  <ul style="list-style-type: none"> <li>□ SANGRE GRANDE HOSPITAL</li> <li>□ ST. ANDREW/ST. DAVID</li> <li>□ NARIVA/MAYARO</li> </ul>	<b>3. DEPARTMENT</b>  QUALITY
<b>4. ORGANISATIONAL RELATIONSHIP</b>  The Quality Coordinator will report to the General Manager-Quality and Risk Management/County Medical Officer of Health/Medical Director/Primary Care Physician II.		<b>5. NATURE &amp; SCOPE</b>  The Quality Coordinator will be responsible for orienting and implementing Quality strategies and principles throughout the organization in an effort to adapt a total quality management system in order to achieve a quality customer focused organization. He/She will ensure the provision of quality health care and service to all customers both internally and externally in a prompt and efficient manner.
<b>6. SPECIFIC ACCOUNTABILITIES</b>  The Quality Coordinator: <ul style="list-style-type: none"> <li>□ Ensures the standard of health care for customers of the ERHA is maintained by collecting and analyzing data from Health Facilities.</li> <li>□ Monitors and Evaluates services at Departments/Facilities to ensure satisfaction and identify areas for improvement</li> <li>□ Develops Business Plan for respective area in collaboration with relevant Heads of Department based on information generated by Audits, Studies/Surveys (Wait time, Satisfaction), Client Feedback and any other sources.</li> <li>□ Manages the Client Feedback System. Submits monthly/Quarterly/Bi-annually/Annual Client Feedback Reports and distribute to all senior personnel.</li> <li>□ Monitors the standard of health care for customers of the ERHA through audits, studies on waiting times, customer satisfaction surveys, complaints and other issues affecting services and ASA targets. Compiles relevant reports and present to unit management.</li> <li>□ Investigates all Adverse Events-compile reports as well as develop and track corrective action plans with unit management.</li> <li>□ Recommends training programmes and corrective measures following the collection of information relating to same.</li> <li>□ Recommends and ensures the implementation of corrective evaluation actions using quality management tools.</li> <li>□ Advises quality improvement health teams established to report to client feedback throughout the organization.</li> <li>□ Advises quality improvement health teams established to respond to problems arising at Health Facilities.</li> <li>□ Assists in the implementation of the Accreditation Standards Manual for the Health sector or any other legislation to improve the practice and delivery of quality health care in the Region.</li> <li>□ Contributes to the development and implementation of policies, procedures and standard operating procedures.</li> <li>□ Supports the development and implementation of the Region's Quality Manual.</li> <li>□ Maintain, monitor and evaluate the quality management system</li> <li>□ Contributes to client satisfaction by applying conflict resolution skills.</li> <li>□ Markets the Quality Management System.</li> <li>□ Conducts quality orientation/training for new and existing staff at respective area on Structure, Confidentiality, Customer Service, Infection Control, Policies, etc.</li> <li>□ Supervise staff and respond to quality issues beyond 8am to 4pm and on weekends</li> <li>□ Performs related work as may be necessary by the appropriate Authority.</li> </ul>		

#### 7. KEY KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of the Health Sector Reform Programme.
- Well spoken and the ability to communicate well with clients and staff.
- Ability to collect and analyze data
- Ability to establish and maintain effective working relationships with staff and clients
- Ability to use Microsoft Office Suite
- Ability to work without supervision.

#### 8. MINIMUM TRAINING AND EXPERIENCE

- Bachelor Degree in Management or related discipline from a recognized university.
- Certificate in Applied Quality Management Systems e.g. CIQM, CQM or any equivalent training.
- Training in Data Analysis and investigative skills will be an asset.
- At least three (3) years training and experience gained working within a Quality Assurance System.
- Experience working in the Health Sector.
- Any equivalent combination of training and experience

#### 9. SUPERVISORY RESPONSIBILITIES

- Customer Relations Officers
- Customer Service Representatives
- Clerical Staff

#### 10. COMMUNICATION AND WORKING RELATIONSHIP

##### ***Internal:***

- General Manager-Quality and Risk Management
- Medical Director
- County Medical Officer of Health
- Primary Care Physician II
- Other Members of the Quality Department
- All Heads of Department

##### ***External:***

- Ministry of Health
- Other Regional Health Authorities