



Director of Quality and Performance Improvement

JOB SUMMARY

The Director of Quality & Performance Improvement will lead, develop, implement, and facilitate hospital and nursing home quality and process improvement activities and collaboratives to achieve the triple aim (quality of care - patient experience and clinical quality, population health, and cost of care) across the continuum of care statewide.

The Director will provide ASHNHA members with technical support, including consults, training and education, and assistance with prioritization of quality/safety strategies and actions. This position will communicate and work closely with members and other stakeholders on a routine basis. This position includes conducting site visits, organizing in-person events, and facilitating access to quality improvement/patient safety resources. This position is a critical member of the ASHNHA team and must work cooperatively and collaboratively within the organization.

MAJOR RESPONSIBILITIES

1. Develop, implement and support ASHNHA's quality initiatives and strategies to position ASHNHA and members as leaders in quality and safety. Convene interdisciplinary teams to provide member support and technical and leadership assistance in order to help members reduce adverse health events and improve quality. Coach, consult, and mentor hospitals to ensure their active engagement toward meeting improvement goals.
2. Coordinate patient safety and quality initiatives as directed within the contracts for the Partnership for Patients Hospital Improvement Innovation Network, the Alaska Rural Medicare Flex program, and other grants or contracts. Ensure full compliance with contractual requirements including tracking budgets, meeting data submission goals, implementing action plans and timely submission of reports. Work with leadership on development and implementation of budgets for all quality initiatives. Develop and maintain strong relationships with external stakeholders to support initiatives.
3. Support the collection and reporting of standardized measures for targeted harm areas, including Hospital Improvement Innovation Network (HIIN) measures and Medicare Beneficiary Quality Improvement Program (MBQIP). Provide education and technical assistance to key individuals at member hospitals on the interpretation and use of quality and patient safety measurement and monitoring tools. Monitor state and federal regulatory environment related to quality and patient safety.
4. Work closely with the Washington State Hospital Association (WSHA) to plan and implement data driven strategies to help Alaskan hospitals meet the HIIN goals. Facilitate interactions between WSHA directors and Alaskan hospitals.
5. Serve as the staff lead to the ASHNHA CNO/DON Committee and the Patient Safety Committee. Facilitate member workgroups, webinars, learning networks, and education programs to support hospitals and nursing homes. Provide expertise in content areas to impact priorities such as high reliability, opioid stewardship, hospital acquired conditions, antibiotic stewardship, patient and family engagement, etc.

6. Provide support to the ASHNHA CEO and VPs in areas and on topics not specifically assigned to the Director, including staff activities related to preparation for the annual ASHNHA conference, board meetings, Executive Committee meetings, and other matters as needed.

MINIMUM EDUCATION, REQUIRED EXPERIENCE, AND KEY CAPABILITIES

Education and Experience

- Bachelor's degree in a clinical or health-related field, with a preference for a master's degree and/or RN credential.
- Five years related work experience including experience in quality or process improvement in a hospital or clinical setting.
- Preference for training/certification in quality improvement, patient safety, high reliability, and performance improvement systems such as Lean/Six Sigma/TeamSTEPPS.
- Preference for knowledge of patient harm reduction strategies, specifically hospital acquired infection prevention (e.g. surgical site infections, CAUTI, CLABSI, etc.), nursing and pharmacy initiatives (e.g. pressure injuries, falls with injury, adverse drug events), antimicrobial stewardship, patient and family engagement strategies, and/or opioid stewardship. More details about prioritized areas of patient harm reduction are [described here](#).

Knowledge, Skills and Abilities

- Highly self-motivated individual with ability to work independently and to complement and strengthen a team. Ability to delegate responsibility when appropriate.
- Exceptional organizational skills with good follow-through.
- Detail-oriented.
- Strong written and oral communication skills and adept at presentations to various stakeholders.
- Ability to set priorities and handle multiple tasks and quality/safety improvement projects.
- Adept at collating and analyzing data using tools like Excel, Tableau, and web-based tools.
- Strong facilitation/convening skills and political acumen.
- Good analytical problem-solving skills and the ability to make independent decisions.
- Strong customer service skills for both internal and external customers.
- Ability to use all Microsoft Office software and have in-depth knowledge of Word, Excel, and Prezi or PowerPoint.

Travel

Regular travel required to communities throughout Alaska for site visits and to regional and national meetings. Some travel may require use of small aircraft into rural communities.

Position Status

- Position is full-time, benefitted.
- Professional development opportunities will be provided.
- Position is located in the ASHNHA Juneau office, but Anchorage-based candidates will be considered as well.
- ASHNHA offers health insurance, vacation, flexible work schedules, and a family-friendly environment.