

**DISTRIBUTION
DATE:**

January 26, 2012

POSITION:

Corporate Director, Patient Safety and Clinical Transformation

LOCATION:

Home Office

REPORTS TO:

Corporate Director, Patient Safety Officer

BRIEF SUMMARY:

This Corporate Director will be responsible for working with home office, site, divisional and regional staff to develop programs and services that produces measurable improvements in processes, culture, and practices that affect patient safety. These positions focus on reducing variability and harm, promoting patient safety and redesign, and improving patient services outcomes. Initial emphasis for this position will be on behavioral and emergency services.

**POSITION
CRITERIA:**

- Master's level degree in health related field (or equivalent experience) required.
- Minimum of 5 years of progressive experience in quality/improvement, with several years of experience in a clinical care role desired.
- Certification, in Quality and/or fellowship or other advanced training in patient safety preferred.
- Expertise with clinical performance improvement using traditional and evolving quality improvement tools and techniques (e.g., PDSA, IHI, Rapid Cycle Improvement, Lean, Baldrige, Six Sigma).
- Action-oriented, shows initiative, enthusiasm and motivation toward the principles of patient safety. Demonstrated ability to work independently without day-to-day supervision.
- Ability to work within a matrix reporting environment.
- Familiar with adverse event reduction methodologies and their successful, measurable applications.
- Strong organizational and project management skills to support implementation of system-wide patient safety activities.
 - Demonstrated success in systems design, implementing and leading organizational change, and knowledge of human factors and human error theory
 - Experience in conflict resolution, group dynamics and decision-making desirable.
 - Excellent interpersonal relations and communications skills (verbal, written, and listening skills). Ability to build collaborative relationships with internal and external customers. Able to establish excellent rapport with physicians and other health care executives; must have a diplomatic and consultative approach.
 - Ability to work effectively in teams.
- Experienced with the use of statistics, data collection, and the research process for clinical process improvement.
- Familiar with various regulatory and accrediting bodies.
- High degree of computer literacy, including MS Office, information systems,

database design, and web-based applications.

- Excellent report writing and public presentation skills.
- The ability and willingness to identify with, share in and have commitment to the philosophy, mission, values and vision of our Sponsors and Catholic Health Partners
- Ability to travel/willingness to travel up to 60%
- Participates in short and long range planning to ensure safety and efficiency in care delivery operations; takes all possible steps to assure patient safety and continuous improvement is at the forefront of annual goals and objectives.
- Facilitates alignment between improvement initiatives and the strategic plan at CHP facilities.
- Promotes patient safety and clinical transformation as a top leadership priority; assists the CEOs and leadership teams in development of priorities.
- Identifies, evaluates and facilitates implementation of evidence-based patient safety and improvement initiatives in accordance and alignment with the national standards and accreditation, regulatory and licensing requirements.
- Works collaboratively to ensure patient safety and continuous improvement
 - Travels among sites within to establish relationships with key patient safety and improvement stakeholders. Is a visible and accessible safety and improvement leader.
 - Works with leaders to support the design, implementation and dissemination of care that focuses on creating a safe, supportive and learning environment for patients and healthcare workers.
 - Serves as a trusted change agent to improve process and systems in patient care and safety.
 - Promotes standardization within and shared learnings across the system.
 - Serves as a resource to assigned facilities to assist efforts in adopting best practices and overcome barriers to improve patient care and safety.
 - Partners with Home Office personnel to synergize efforts and activities.
 - Develops partnerships with external experts in improvement and patient safety.
- Successfully integrates improvement and patient safety initiatives into current and future loss prevention strategies, clinical efficiency and performance improvement initiatives, both at the system and site level.
- Works with CHP, Regional/Divisional and site leadership and committees to build and improve a culture conducive to patient safety, learning and improvement.
 - Aggregates and interprets information gathered from multiple data sources including the culture assessment surveys and identify strategies to advance a culture that promotes improvement and patient safety.
 - Facilitates the movement to a just culture.
 - Establishes rewards and recognition for reporting errors and safety driven decision making.
 - Promotes learning and sharing information.
 - Collaborates with the learning leaders to provide education.
 - Engages patients and families in patient safety and improvement efforts.
 - Promotes/provides team training to enhance performance.
- Identifies, develops and implements communication and educational materials necessary for the advancement of patient safety, culture, and process

**KEY JOB
RESPONSIBILITIES:
(not all-inclusive)**

improvement.

- Toolkits
- Presentations/education
- Serve as staff and consultant to Psychiatric Services Network and ED Transformation Committee
- Serve as staff and consultant to site and regional Quality and Patient Safety Committees and sub-committees.
 - Ensures initiatives and measurements are aligned with CHP Patient Safety and Quality Committee/sub-committees, and national standards (ie. National Quality Forum, JCAHO, CMS, Agency for Healthcare Research and Quality, Institute for Healthcare Improvement, National Patient Safety Foundation, etc.)
- Assists in the development, planning and coordination of multiple projects as assigned.

TIME FRAME:

Interested candidates should submit a resume by February 27, 2012.

**CONTACT
PERSON:**

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