Job Description

**Director of Quality Improvement and Patient Safety**
Tufts Medical Center
Full time/non-exempt
Reports to CMO
Created 7/28/2015

Overview
The Director of Quality Improvement and Patient Safety is an inspiring leader who provides strategic, operational, and thought leadership to support Tufts Medical Center’s mission of providing extraordinary clinical care to its patients, serving its community of patients and referring clinicians, and engaging its staff, patients, and their families in fostering innovation, education, and discovery. The Director works collaboratively with the CMO, senior leadership, clinical department chairs, risk management, nursing, pharmacy, and administrative leadership to develop and implement a best-in-class hospital’s quality and safety program and to ensure regulatory compliance and accreditation.

Principal Duties and Responsibilities
1. Collaborates with hospital and physician organization leaders to envision, develop, and implement the organization’s quality and patient safety plan
2. Oversees the direct operations of the QI/PS department and its staff and budget
3. Organizes and staffs the hospital and board quality committees and key strategic QI/PS initiatives
4. Facilitates, develops, and implement special projects as assigned by the CMO
5. Oversees regulatory readiness, quality measurement, public reporting, and pay-for-performance programs and initiatives, holding staff and departments accountable for achieving performance goals
6. Establishes quality measurement and improvement activities, including methods to track implementation of action plans following site surveys and critical events reviews
7. Oversees reporting and communication of quality improvement initiatives, quality and patient safety awareness, safety culture survey administration, and recognition programs
8. Oversees, in collaboration with hospital epidemiologists, the hospital infection control program
9. Teaches quality and patient safety concepts to clinicians, trainees, and other staff during orientation and in various educational settings and the Tufts MC Quality Academy
10. Participates in root cause analyses and failure modes and effects analyses and debriefings
11. Coordinates closely with clinical information technology and health information management to achieve organizational goals
12. Promotes a culture of safety, high-reliability, patient and staff engagement, and performance excellence
13. Develops, evaluates, and maintains quality dashboards and performance metrics
14. Supports and mentors employees of the department and other staff, students, and trainees with interest in quality and patient safety
15. Maintains current competency and expertise in quality and patient safety

Knowledge, Skills, and Experience Required
1. At least 5 years of relevant acute-care hospital experience in quality, patient safety, regulatory and accreditation, or performance improvement
2. Masters degree required, clinical experience preferred including RN and MD candidates
3. Certification with CPHQ, CPHRM, and/or CPPS preferred
4. Knowledgeable and experienced in Lean, Six Sigma, PDSA or other performance improvement methods, with record of successful improvement projects
5. Strong record of leadership, project management, collaboration
6. Demonstrated analytic and computer skills including use of statistical process control charts, with strong writing, problem solving, and communication skills

Tufts Medical Center is a 415-bed academic medical center located in downtown Boston’s Chinatown neighborhood. The principal teaching hospital of Tufts University School of Medicine, Tufts MC has provided exceptional primary and advanced care to children and adults for two centuries.

For additional information, contact Saul Weingart at sweingart@tuftsmedicalcenter.org or Maureen Cappola at mlynch1@tuftsmedicalcenter.org.