

## HEALTH CARE ADMINISTRATOR (QUALITY ASSURANCE)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, the incumbent of this class is responsible for the direction, integration and coordination of the various components of the Quality Assurance Plan of the Westchester County Medical Center to insure the highest quality and most efficient patient care services. This includes the completion of reports required by the Quality Assurance Committee; preparing and consolidating other information and problems for review by the Committee; and implementing all other administrative functions pertaining to the Quality Assurance Department. This requires familiarity with hospital functions and the interrelationships between the Quality Assurance functions in the hospital. Supervision is exercised over professional, technical, and clerical support personnel assigned to the Quality Assurance Department. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Participates in the formulation of policies and procedures for Quality Assurance and implements hospital policy in the area of assignment;

Acts as a liaison between the Quality Assurance Committee and related medical board committee and/or hospital departments;

Insures that records are complete, up-to-date and meet the requirements of outside regulatory agencies;

Gathers data from departmental studies and makes comparative reviews and reports them to the Quality Assurance Committee;

Coordinates all follow-up reports, studies and recommendations made by the Quality Assurance Committee with the respect to the Medical Board or Hospital Committees, departments, etc.;

Insures that all the follow-up information for the Quality Assurance Committee is kept in a retrievable and organized fashion;

Manages, supervises and directs the functions of the Quality Assurance Department;

Coordinates the activities of Quality Assurance with other divisions of the Medical Center including Medical Records, Admitting and Patient Accounts;

Performs various administrative tasks to insure the optimum operation and effectiveness between the Quality Assurance Committee and the Quality Assurance functions of the hospital;

Attends meetings, seminars and conferences related to the Quality Assurance activities of the hospital;

Interprets and transmits hospital-wide policy to the division staff members;

Assists the Chairman of Quality Assurance Committee and the division head in assembling data relative to specific problems related to Quality Assurance functions;

EXAMPLES OF WORK: (Cont'd):

Develops more effective systems of handling clerical details in the processing of hospital and regulatory agency forms;

Lends technical assistance to departmental engineers in the hospital related to Quality Assurance, Patient Care Studies and collected data;

Conducts studies of the relationship between various departmental records with a view towards consolidation and reduction of the amount of clerical activities;

Accesses protected health information (PHI) in accordance with departmental assignments and guidelines defining levels of access (i.e. incidental vs. extensive);

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of Quality Assurance functions as they relate to Utilization, Discharge Planning, and Medical Care Audit; good knowledge of hospital routine, organization and function; good knowledge of the various regulatory agency requirements (PSRO, JCAH, OHSM); ability to assemble data and prepare reports; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments; ability to communicate effectively, both orally and in writing; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; ability to establish efficient working relationships with all levels staff; organized; resourcefulness; tact; sound mature judgment; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Either (a) Bachelor's Degree\* in Health, Hospital Administration or Nursing and six years experience in quality assurance/utilization review or medical records division of a health care facility conducting medical care audits, discharge planning or medical record reviews, two years of which must have been at the administrative or managerial level; or (b) a Master's Degree\* and five years as stated in (a), two years of which must have been at the administrative or managerial level; or (c) a satisfactory equivalent combination of the foregoing training and experience, which must have included acceptable post high school training.

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.

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Job Class Code: C2378  
Job Group: XIV