

SUPERVISING RN/QUALITY ASSURANCE/QUALITY IMPROVEMENT SPECIALIST

RESPONSIBLE TO: Assistant Executive Director QA/QI and Compliance

FUNCTION:

The primary function for the position is to coordinate and implement all aspects of TRC's Incident Management program and provide medical oversight for investigations requiring a nursing/medical level of expertise. This will include conducting thorough and comprehensive investigations within the agency that may impact the overall health and welfare of the agency's vulnerable individuals or impact the agency's level of risk. The position will also be responsible for maintaining knowledge of incident management and/or protective oversight regulations with the primary agency divisions to include OPWDD, OMH and DOH.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Demonstrated ability to handle extremely confidential information in a trustworthy manner. Ability to make independent decisions regarding notifications for incident management queries and follow-up. Excellent organizational and time management skills. Comprehensive database management skills, including the ability to input and generate analytical reports. Knowledge of or ability to learn OPWDD, OMH, DOH and/or other regulations governing programs operated by The Resource Center. Ability to maintain the smooth function of the QA/QI office including making and carrying out independent decisions with or without supervision. Excellent verbal and written communication skills. Ability to interact with the entire team as well as with community, State, Federal and pertinent individuals and entities on a professional basis on behalf of the department. Thorough knowledge of office management including excellent telephone skills, competence in word processing including the ability to type at least 60 wpm, ability to understand and complete data entry into a database. Demonstrated executive and administrative meetings' recording and transcription skills. Physical condition commensurate with the demands of the job.

MINIMUM QUALIFICATIONS:

RN licensure and current registration by the New York State Education Department plus three (3) years of nursing experience. Experience in quality assurance/quality improvement strongly preferred. Experience working in a program serving individuals with disabilities or other human service environment preferred. Valid drivers license and use of personal vehicle for work or equivalent accommodations required.

KEY COMPETENCIES:

Excellent organizational skills with systemic orientation. Ability to communicate effectively with individuals at all levels within and outside the organization. Flexibility to adapt to fast-paced and varied work assignments. Demonstrated ability to work with others in a team-oriented environment. Excellent verbal and written communication skills. Knowledge of agency programs. Ability to develop curriculum and provide training to a diverse workforce. Computer

skills including Word, Excel and Power Point. Supervisory and/or “people” skills helpful, including but not limited to: facilitation, mediation, listening, dialogue and inquiry. Physical condition commensurate with the demands of the job.

DUTIES:

1. Monitor and understand the regulations that provide oversight and guidance to the incident management process; thorough knowledge of the OPWDD, OMH and DOH regulations pertinent to incident management.
2. Support departments in identifying, classifying and reporting incidents to internal and external departments to include confirmation of protective actions needed to reduce potential for recurrence.
3. Conduct thorough investigations, reach conclusions based on documented factual findings and, as appropriate, make recommendations for broad-based corrective actions.
4. Assume primary responsibility to conduct and/or oversee investigations involving death, licensed health providers, health related incidents and, as appropriate, make recommendations for prevention and/or reduction.
5. Understand incident related electronic records/databases to include current systems of Therap, IRMA, NIMRS and WISR to identify and respond to outstanding or unresolved concerns and to implement all actions need to close an incident/investigation.
6. Verify all notifications and documented components of reporting requirements per regulations are completed in a timely and professional manner.
7. Serve as Agency Liaison facilitating communication and collaboration with regulatory and community agencies; i.e., Justice Center, OPWDD IMU, law enforcement, social services, etc. for incident management.
8. Assist in the development of supervisory and staff training in Incident Management to include but not limited to, incident reporting, protective actions, investigation process, conducting interviews, use of electronic systems – internal and external.
9. Assist in tracking, trending and responding to actions pertinent to the investigations and closure of the investigation to include but not limited to timely response to corrective action plans (CAPS), recommendations, letters of determination and requested redactions.
10. Assist in the collection, compilation, and analysis of data to identify non-compliance, trends, and opportunities for improvement.
11. Identify need for policy changes and assist in the revision of Agency Policies and Procedures

to comply with changes in regulations, enhance cross-functional alignment and/or improved practices.

12. Attend and/or maintain certification of investigator skills.

13. Perform other related duties as assigned.

SUPERVISORY:

Responsible for providing administrative oversight for incidents involving death, licensed health providers and/or health related incidents.

REQUIRED TOOLS:

Internal Access:

Badge access to Dunham working hours

Email (internal and external)

Help desk platform

Ultipro (Human Resources Information System)

Internet- Google Chrome, Explorer, YouTube

Shared drives- TRC drive (QA/QI drive), Maintenance Building Data, Residential P&P (Nursing Folder),

Policy and Procedures, Behavior

Kronos (time and attendance system)

Relias (Training Management System)

Therap (Electronic Documentation Platform- including Business Intelligence

Basecamp (Project Management Platform)

SMARTBOARD- QA/QI, Hotelling

Agency Policies

ARM (Advanced Requisition Management)

Outlook

External Vendor Access:

NIMRS Token (RSA Software)

OPWDD IRMA (Incident Report and management Application)

*WSIR-Web Submission of investigation Report--within IRMA

NMRS **TOKEN Login** (New York State Incident Management Reporting System)

4/19

Executive Support
THE RESOURCE CENTER
Grade 23/Non-graded Range, Exempt