Involves the establishment and supervision of processes (e.g., performance improvement, clinical documentation, etc.) to achieve the optimal degree of excellence in the services rendered to every patient. Evaluation of practice operates within the parameters of patient outcome, cost-benefit in care provision, and patient access to the health care delivery system. Provides for internal strategic planning efforts and implementing continuous quality improvement programs.

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<td>Quality Improvement HC Specialist 3</td>
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<td>Quality Improvement HC Specialist 5</td>
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<td>Tracking Code</td>
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<td>A1487</td>
<td>A1488</td>
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<tr>
<td>Per. Program</td>
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<tr>
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**Generic Scope**
Entry-level professional with limited prior experience; learns to use professional concepts to resolve problems of limited scope and complexity; works on assignments that are initially routine in nature, requiring limited judgment and decision making. Employees at this level are expected to acquire the skills and knowledge to perform more advanced work following an agreed upon time in position, through defined training and development planning.

- **Professional** who applies acquired job skills, policies, and procedures to complete substantive assignments / projects / tasks of moderate scope and complexity; exercises judgment within defined guidelines and practices to determine appropriate action.
- **Experienced** professional who knows how to apply theory and put it into practice with in-depth understanding of the professional field; independently performs the full range of responsibilities within the function; possesses broad job knowledge; analyzes problems / issues of diverse scope and determines solutions.
- **Advanced** technical leader with a high degree of knowledge in the overall field and recognized expertise in specific areas; problem-solving frequently requires analysis of unique issues / problems without precedent and / or structure. May manage programs that include formulating strategies and administering policies, processes, and resources; functions with a high degree of autonomy.
- **Expert** recognized organization-wide expert. Has significant impact and influence on organizational policy and program development. Regularly leads projects of critical importance to the organization; these projects carry substantial consequences of success or failure. Directs programs with organization-wide impact (or may have impact beyond the University) that include formulating strategies and administering policies, processes, and resources. Significant barriers to entry exist at this level.

**Custom Scope**
Under direct supervision, acquires skills and knowledge of professional concepts in quality analysis and / or improvement (QI) to assist on small projects or segments of projects.

- **Under direct supervision**, acquires skills and professional concepts to quality data analysis and / or improvement (QI) projects of small to medium size and intermediate scope and complexity.
- **Experienced** applies acquired skills and professional concepts to quality data analysis and / or improvement (QI) projects of medium to large size and complex projects.
- **Advanced** applies acquired skills and professional concepts to quality data analysis and / or improvement (QI) projects of large to complex projects.
- **Expert** as a recognized quality data analysis and / or improvement (QI) expert, applies comprehensive knowledge of professional concepts and industry practices to lead the most complex projects of large size and scope that have critical impact throughout the medical center and / or organization.

**Key Resp 01**
Acquires skills and knowledge in utilizing internal and external sources to collect, verify, and abstract data related to quality of patient care.

- **Under direct supervision**, acquires and interprets data of limited scope and complexity; utilizes internal and external sources to collect, verify, and abstract moderately complex data related to quality of patient care. Assists with the development of appropriate data reporting structures to support quality reviews for new initiatives.
- **Experienced** analyzes and interprets data of moderate complexity and summarizes statistical findings. Supports designated clinical areas on data management including establishing systems to acquire data. Develops appropriate data reporting structures to support quality reviews for new initiatives.
- **Advanced** analyzes and interprets data at most levels of complexity and summarizes statistical findings. Develops systems to acquire data. Develops appropriate data reporting structures to support quality reviews for new initiatives.
- **Expert** defines the process components and methodologies of the quality improvement program for the medical center or system. Establishes clinical monitors and outcome measures as determined by regulatory agencies or internal departments.

**Key Resp 02**
Under direct supervision, analyzes and interprets data of limited scope and summarizes statistical findings.

- **Under direct supervision**, analyzes and interprets data of limited scope and summarizes statistical findings. Develops annual plans and proposals to outline the overall quality improvement program structure and design for the
Develops corresponding dashboards, presentations, and basic reports or portions of larger reports. Assists with developing action plans.

**Key Resp 03**

Under direct supervision, acquires skills to identify statistical trends and problems in patient care and services. Participates on small projects or portions of larger projects and learns to contribute to investigations and the development and monitoring of corrective actions.

Applies acquired skills and experience to identify statistical trends and issues in patient care and services. Contributes to moderately-complex projects in assigned clinical areas to assist with investigation of problems, and the development and monitoring of corrective actions.

**Key Resp 04**

Learns to follow incident-reporting procedures and to conduct case reviews in basic cases of limited scope and complexity. Acquires skills to review cases involving mortalities, sentinel events, readmissions, and to identify cases requiring immediate attention.

Works on incident reports and QI reviews of moderately-complex cases as assigned, including mortalities, sentinel events, and readmissions. Flags cases that may require immediate review and response and develops or participates in development of appropriate actions.

Within assigned clinical departments, prepares incident reports and conducts QI reviews of complex mortality cases, sentinel events, readmissions, and other cases flagged by screening criteria. Identifies cases that require urgent review and provides follow up.

**Key Resp 05**

Under direct supervision, assists in preparing reports of patient care and safety data to appropriate internal departments and outside agencies.

Assists in preparing reports of patient care and safety data to appropriate internal departments and outside agencies.

Performs timely and accurate reporting of quality data to appropriate internal departments and outside agencies.

Oversees or performs timely and accurate submission of clinical care quality and patient safety data to appropriate internal departments and outside agencies.

**Key Resp 06**

Acquires collaborative skills to work on teams, using basic QI models and techniques to improve clinical care and patient safety, and to learn to identify opportunities for continued quality improvement.

Works with clinical and technical staff on projects of limited scope, applying moderately-complex QI models and techniques to improve clinical care and patient safety, and identify opportunities for continued quality improvement.

Collaborates on clinical and technical project teams to apply complex QI models and techniques to improve clinical care and patient safety; develops plans to improve quality of patient care.

Participates in or leads clinical and technical teams on broad-scope projects using advanced QI models to develop new plans, criteria, and benchmarks.

Initiates or leads clinical and technical teams on comprehensive, systemwide projects, using advanced QI models to develop and implement new methodologies, structures, plans, and criteria. Builds alliances with clinician and physician leaders in developing service quality programs and systems to monitor key performance indicators.

**Key Resp 07**

Under direct supervision, coordinates the management of data and

Under general supervision, coordinates the management of data and

Researches best practices and develops proposals for improvements in the data

Researches best practices and develops and implements improvements in the data

Develops best practice proposals for new data collection methods and / or

**Intermediate**

Corresponding reports, dashboards, and presentations. Assists with developing action plans.

**Experienced**

Corresponding reports, dashboards, presentations, and action plans. Participates in development of executive summaries.

**Advanced**

Corresponding reports, dashboards, presentations, and action plans. Prepares and delivers executive summaries.

**Expert**

Medical center or system; includes the goals and objectives and specific projects / action plans.

**Category**

Professional

**Job Family**

Quality Management

**Job Function**

Quality Improvement HC

**Job Summary**

Involves the establishment and supervision of processes (e.g., performance improvement, clinical documentation, etc.) to achieve the optimal degree of excellence in the services rendered to every patient. Evaluation of practice operates within the parameters of patient outcome, cost-benefit in care provision, and patient access to the health care delivery system. Provides for internal strategic planning efforts and implementing continuous quality improvement programs.
Job Family | Quality Management  
---|---
Job Function | Quality Improvement HC  
Category | Professional

**Job Summary**
Involves the establishment and supervision of processes (e.g., performance improvement, clinical documentation, etc.) to achieve the optimal degree of excellence in the services rendered to every patient. Evaluation of practice operates within the parameters of patient outcome, cost-benefit in care provision, and patient access to the health care delivery system. Provides for internal strategic planning efforts and implementing continuous quality improvement programs.

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<td>documents between Quality and other departments. Identifies and recommends changes to streamline the data collection processes.</td>
<td>documents between Quality and other departments. Assists in researching best practices and in developing proposals for improvements in the data collection processes.</td>
<td>collection and reporting processes and / or systems.</td>
<td>data collection and reporting processes and / or systems.</td>
<td>data systems for reporting.</td>
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**Key Resp 08**
Provides advice and recommendations on complex clinical QI issues of functionality, efficiency, and program development.

**Key Resp 09**
Serves as a technical leader to provide advice and counsel others on highly-complex QI issues of functionality, efficiency, performance improvement, and program development.

**Key Resp 10**
Serves as an expert resource on QI within the organization. Provides advice and counsel on optimal strategies and policies for performance improvement and program development in all clinical QI functions.

**Education 1**
Bachelor's degree in nursing or other healthcare profession, or a combination of comparable clinical education and / or experience.

**Education 2**
Bachelor's degree in nursing or other healthcare profession, or a combination of comparable clinical education and / or experience.

**Education 3**
Bachelor's degree in nursing or other healthcare profession, or a combination of comparable clinical education and / or experience.

**Education 4**
Bachelor's degree in nursing or other healthcare profession, or a combination of comparable clinical education and / or experience.
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<tr>
<th>KSA 01</th>
<th>Basic knowledge of QI standards, clinical chart review and abstraction, and regulatory requirements.</th>
<th>Working knowledge of QI standards, clinical chart review and abstraction, and regulatory requirements.</th>
<th>Thorough knowledge of QI standards, clinical chart review and abstraction, and regulatory requirements.</th>
<th>In-depth knowledge of QI standards, clinical chart review and abstraction, and regulatory requirements.</th>
<th>Expert knowledge of the methods, concepts, systems, and operational issues in clinical QI.</th>
</tr>
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<td>KSA 02</td>
<td>Basic knowledge of QI models, tools, and techniques, including collection, aggregation, abstraction, analysis, and reporting of data.</td>
<td>Working knowledge of QI models, tools, and techniques, including collection, aggregation, abstraction, analysis, and reporting of data.</td>
<td>Thorough knowledge of QI models, tools, and techniques, including collection, aggregation, abstraction, validation, analysis, and reporting of data.</td>
<td>In-depth knowledge of QI models, tools, and techniques, including collection, aggregation, abstraction, validation, analysis, reporting of data, and use of performance and benchmark indicators.</td>
<td>Expert knowledge of QI models, tools, and techniques, including collection, aggregation, abstraction, validation, analysis, reporting of data, and the development and application of performance and benchmark indicators.</td>
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<td>KSA 03</td>
<td>Detail oriented, with basic organizational skills and the ability to manage time efficiently.</td>
<td>Detail oriented, with proven ability to effectively manage time, see projects through to completion, organize competing priorities, and effectively address complex, urgent issues as they arise.</td>
<td>Detail oriented, with proven ability to effectively manage time, see projects through to completion, organize competing priorities, and effectively address complex, urgent issues as they arise.</td>
<td>Advanced organizational and project management skills, with the ability to lead a team, prioritize tasks, and see projects through from inception to completion on schedule.</td>
<td>Highly developed skills and expertise in project management, with demonstrated ability to initiate projects and lead teams, prioritize tasks, and direct projects successfully from inception to completion on task and on schedule.</td>
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<tr>
<td>KSA 04</td>
<td>Acquiring problem solving skills to assess problems quickly and propose options for effective and timely resolution.</td>
<td>Demonstrated problem solving skills to assess problems quickly and develop multiple options for effective and timely resolution.</td>
<td>Strong critical thinking and problem solving skills to manage multiple levels of information and responsibilities, to quickly assess complex problems, and to develop and implement timely and effective solutions.</td>
<td>Advanced critical thinking and problem solving skills to manage multiple levels of highly-complex information and responsibilities, to quickly assess problems, and to develop and implement timely and effective solutions.</td>
<td>Expert ability to use highly-developed critical thinking and problem-solving skills to manage multiple levels of information and responsibilities, and to quickly diagnose and resolve extremely complex issues, and to develop and implement timely and effective solutions.</td>
</tr>
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<td>KSA 05</td>
<td>Basic interpersonal skills for collaborating effectively with clinical and technical staff.</td>
<td>Demonstrated interpersonal skills for collaborating effectively with a range of clinical and technical staff and representatives of external regulatory agencies.</td>
<td>Strong interpersonal skills for collaborating effectively with a broad range of clinical and technical staff and representatives of external regulatory agencies and for mentoring lower-level QI staff.</td>
<td>Advanced interpersonal skills for collaborating effectively with all levels of clinical and technical staff and representatives of external regulatory agencies and for mentoring lower-level QI staff.</td>
<td>Highly developed interpersonal skills for collaborating effectively with all levels of clinical and technical staff and representatives of external regulatory agencies, and for mentoring and training lower-level QI staff.</td>
</tr>
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<td>KSA 06</td>
<td>Basic ability to effectively communicate both verbally and in writing, and the ability to contribute to clear and concise</td>
<td>Demonstrated ability to effectively convey complex clinical and technical information both verbally and in writing</td>
<td>Demonstrated ability to effectively convey complex clinical and technical information both verbally and in writing</td>
<td>Advanced ability to effectively convey complex clinical, technical, and educational information both verbally</td>
<td>Highly developed ability to effectively convey complex clinical, technical, and educational information both verbally</td>
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<td>KSA 07</td>
<td>Basic knowledge of various administrative and business software packages.</td>
<td>Working knowledge of various administrative and business software packages, and of the specialized applications for quality data management.</td>
<td>Strong knowledge of various administrative and business software packages, and of the specialized applications for quality data management.</td>
<td>Advanced knowledge of various administrative and business software packages, and of the specialized applications for quality data management.</td>
<td>Expert knowledge of various administrative and business software packages, and of the specialized applications for quality data management.</td>
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<td>KSA 08</td>
<td>Strong skills to influence staff, management, and clinicians at all levels and across departments.</td>
<td>Strong skills to influence staff, management, and clinicians at all levels and across departments.</td>
<td>Advanced skills to influence and persuade staff, management, and clinicians at all levels and across departments.</td>
<td>Advanced skills to influence and persuade staff, management, and clinicians at all levels and across departments.</td>
<td>Expert ability to collaborate effectively with staff, management, and clinicians at all levels and across departments.</td>
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**KSA 09**

**KSA 10**

**KSA 11**

**KSA 12**

**KSA 13**

**KSA 14**

**KSA 15**

**Environment**

Health care (hospital, clinical, classroom setting or similar environment as the role requires.)

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**Career Path 1**

Quality Improvement HC Specialist 2

Quality Improvement HC Specialist 3

Quality Improvement HC Specialist 4

Quality Improvement HC Specialist 5

Quality Improvement HC Manager 1

**Career Path 2**

Quality Supervisor 1

Quality Improvement HC Supervisor 2

Quality Improvement HC Manager 2

**Career Path 3**

**Career Path 4**

**Career Path 5**

**Career Path 6**