



POSITION OPEN

**Forensic Quality Improvement Manager
Office of the Medical Examiner
Regional Forensic Center
Knox County, Tennessee**

2755-01

PURPOSE OF CLASSIFICATION: The purpose of this classification is to manage the auditing and quality improvement processes for Regional Forensic Center facilities. Duties include but not limited to: assuring the RFC meets all regulatory and quality standards; develops and manages the quality program for the organization; assists with radiological safety program; manages safety program; assists with data management; assists with process mapping and improvements; providing orientation; teaching and guidance to staff; monitoring decedent care; staff relations and efficiency of service provided; assisting with Bio Terrorism response planning and execution of plans; assisting in medical record review; and performing additional duties as assigned by the Sr. Director Regional Forensic Center.

ESSENTIAL FUNCTIONS: The following duties are normal for this position. These are not to be construed as exclusive or all inclusive. Other duties may be required and assigned. Interprets standards and performance criteria to staff; assists with and conducts program evaluations to include surveillance, inspection, record review and audits. Arranges for annual quality improvement evaluation scheduling with the staff; schedules midyear evaluations as warranted when certain operating goals and objectives have gone unmet. Assures agency compliance with standards of care and protocols, workplace standards, and including equipment; laboratory (CLIA), OSHA, blood borne pathogens, workplace safety, HIPPA, etc. Assists with Bio Terrorism/EPI surveillance activities. Leads Regional Forensic Center employee education efforts by assuring monthly clinical in-services, coordinating new employee orientation and assuring clinical employee related to laboratory testing, new equipment testing, required yearly training, etc. Ensures evaluation efforts are prepared and presented accurately and in a timely manner. Assists in answering regulatory compliance reviews. Ensures corrective action plans are established and followed. Ensures follow-up of corrective actions to ensure continuous quality improvement. Ensures system wide learning from quality improvement activities. Chairs quality improvement committee meetings, presents evaluation reports, analyzes status of compliance with established guidelines, facilitates discussions, and helps to initiate corrective actions planning for staff deficiencies. Educates staff regarding quality improvement guidelines, procedures and evaluation follow-ups including feedback, corrective action and planning. Monitors corrective actions; complies reports as required pertaining to quality improvement evaluations. Keeps abreast of developments in quality improvement and shares information with staff; represents the department by providing input into standards and guidelines formation. Manages employee health activities and risk management process for the Regional Forensic Center. Evaluates the delivery of decedent care through observation and by medical records review. Identifies and investigates problems requiring attention and follows through with corrective plans. Assures compliance with Radiological Safety Program. Manages RFC Safety Program. Coordinates resident and student experiences for the Regional Forensic Center.

ADDITIONAL JOB FUNCTIONS: Responds to and reports immediately if called upon by the medical examiner administrators as part of a coordinated emergency response. Performs other related duties as required.

MINIMUM TRAINING AND QUALIFICATIONS: Bachelor's Degree required in Nursing; Master's degree preferred in Public Health, Nursing Administration, or related field; with two (2) years of nursing experience; at least one (1) year of experience in employee health; or any equivalent combination of education, training, and experience which provides the necessary knowledge, skills, and abilities for this position. Must meet state licensure and/or certification requirements for registered nurse. Demonstrated group presentation and facilitation experience, including conflict resolution required. Experience with Quality Improvement methods, development of performance measures, implementation, assessment, and reassessment required. Strong organizational and communications skills required. Knowledge of word processing, spreadsheets and database software. Certification in Healthcare Quality (CPHQ/ABQAURP/CQM) preferred. Must possess and maintain a valid Tennessee Driver's License. Applicants who are offered this job MUST take a drug test. Passing the drug test is required in order to start the job.

PHYSICAL REQUIREMENTS: Must be physically able to operate a variety of office machines and medical equipment etc. Must be able to use body members to work, move or carry objects or materials. Physical demand requirements are at levels of those for occasional moderate effort or frequent periods of light physical activity. Must be able to lift and/or carry weight of twenty or more pounds.

SALARY: \$47,828.00 annually

DEADLINE: Applications must be received in the office by, November 21, 2014 (4:30 p.m.)

If you need reasonable accommodations to complete an application or for an interview, please contact the Department of Human Resources. Some accommodations take several days to arrange. Please notify us early to make the arrangements.

Non-discrimination: Knox County prohibits discrimination in employment on the basis of race, color, sex, age, religion, national origin, and disability status.

APPLY TO: *Knox County Human Resources, Room 360, City/County Building, 400 Main Street, Knoxville, TN 37902. Knox County is an Equal Opportunity Employer.*

We provide veteran's preference for all valid DD-214's