



Commonwealth Healthcare Corporation

Commonwealth of the Northern Mariana Islands

1178 Hinemlu' St. Garapan, Saipan, MP 96950



HUMAN RESOURCES

Corporate Announcement

EXAMINATION ANNOUNCEMENT NO. 24-070

POSITION:	System Quality Management and Risk Manager	OPENING DATE:	<u>03/27/2024</u>
NO. OF VACANCIES:	1	CLOSING DATE:	<u>04/03/2024</u>
SALARY:	\$55,359.20 - \$64,084.80 P/A		
PAY LEVEL:	09/01 – 09/04		
LOCATION:	<i>The salary given will be determined by the qualifications of the appointee.</i> Corporate Quality and Performance Management, Commonwealth Healthcare Corporation, Saipan		

NATURE OF WORK:

The Corporate Quality and Performance Management Department will serve at a system corporate-level function to ensure on-going assessment of quality standards for the hospital while providing quality and risk management support to other areas of the system such as Public Health, and Behavioral Health Community Guidance Center. The department will have the primary responsibility for overseeing the Hospital and its outpatient-based departments/services quality and performance management activities and outcomes, as well as provides guidance and support to other areas within the Corporation. Corporate Quality management will properly and adequately monitor and evaluate the successes, challenges, potential threats, and needs of both the hospital ensuring evidence-based practices, best practices, and regulatory compliance are implemented and sustained. The System Quality Management and Risk Manager reports directly to the Director of CQPM and oversees the departmental functions of Quality and Risk Management services, activities, and initiatives for the hospital, hospital outpatient-based departments/services, and other areas/divisions within the Corporation. The incumbent is responsible for implementing CQPM's Quality Management and Risk Management programs through an on-going program that objectively and systematically monitors and evaluates quality, performance, and appropriateness of patient care and services provided with key focus on priority areas, as well as high risk, problem prone, and high-volume opportunities. The manager advises, implements, and institutionalizes evidence-based processes/practices and provides coordination for improving the hospital and its out-patient based departments/services. Additionally, the position acts as a quality advisor to other areas of the organization and participates in quality initiatives that contribute to the overall improvement of the health system. He/she provides leadership for quality and risk management policy development, performance improvement training to staff and management, programmatic communication within the organization and implementation of all program requirements. He/she assures that the hospital and hospital outpatient departments, along with other areas/divisions of the organization's quality and performance initiatives are focused on improving operational and clinical efficiencies and effectiveness with an aim of improving the delivery of services and health outcomes, with special attention to the quality of care and patient safety.

DUTIES:

1. Functions with a high degree of independence and considerable discretion. The employee must be able to act independently as a representative for the executive management or leadership team in the management of program functions to include quality, performance improvement, patient safety, regulatory compliance, and quality assurance activities for the hospital, it's out-patient based departments/services, as well as other areas of the Corporation as needed or requested.

2. Prepares a comprehensive quarterly and annual reports to the leadership on all areas under quality and risk management.
3. Collectively review and assess analytical outcomes of Quality and Risk Management programs, as well as provide timely constructive feedback.
4. The position will be held responsible for substantially strengthening quality systems and for determining the appropriate infrastructure and resources required to achieve organization objectives.
5. Provide leadership and strategic direction to the quality functions of the hospital, hospital out-patient based departments/services, as well as other areas/divisions of the Corporation_ensuring_proper interface of the corporation's quality functions to staff and essential stakeholders.
6. The position will be responsible for building strong relationships with major stakeholders, customers, staff, and federal bodies, as well as effectively relating the quality function to the Corporation as a whole.
7. Promotes and leads quality initiatives and performance improvement throughout the organization.
8. Develop, implement, communicate, and maintain programmatic plans, policies, and procedures. Effectively interact and communicate with staff from all levels and areas, as well as leaders, providers, and other clinical staffs in the field.
9. Ensure the implementation of evidence-based practices and best practices that promote the quality of care and patient safety.
10. Ensure compliance with local and federal standards, regulations, and requirements to include the Centers for Medicare and Medicaid.
11. Formulate and manage the development and implementation of goals, objectives, policies, procedures, and systems pertaining to quality and performance management, risk management, patient safety, and regulatory compliance.
12. Supervising, coaching, and mentoring program staff and ensuring program duties are carried out effectively and efficiently.
13. Responsible for the development and effectiveness of the program policies, and procedures, along with its implementation to include communication and training. Identifies and leads quality improvement initiatives and priorities in partnership with management, front line staff, and/or clinical staff. Development of internal quality tools, resources, and training for the organization. Increases capacity to evaluate and improve the effectiveness of the organization's quality programs, practices, partnerships, and use of resources which will in effect impact positive health outcomes.
14. Establishes and maintains an effective continuous quality assurance and performance improvement (QAPI) monitoring and reporting system and will develop and maintain a QAPI database for the Corporate Quality and Performance Management office.
15. Ensures needed data is collected on a timely basis, progresses, and annual reports are distributed to management and other stakeholders, with recommendations for areas of improvement with risks identified.
16. Increases and enhances cross collaboration and partnerships across the organization with an aim of enhancing cross functional integration and an outcome driven quality improvement program.
17. Provides risk management consultation to the organization and participates in risk assessments and mitigation action and planning.
18. Communicates to CHCC leadership and executive leadership team identified organizational risks and recommendations for risk reduction and/or mitigation.
19. Perform other duties as assigned.

QUALIFICATION REQUIREMENTS:

EDUCATION: Bachelor's degree from a US accredited college in a health-related discipline or field, preferably Nursing or comparable clinical discipline.

EXPERIENCE: Five (5) years of experience in a health-related field or clinical area. Three (3) years of experience in a leadership or supervisory role in a health care setting. Prior experience in project management, quality and/or performance improvement initiatives, data analysis and reporting, and hospital regulatory requirements is required. Prior quality management, performance improvement, and/or risk management experience highly preferred.

LICENSES/ CERTIFICATIONS: Certification as a Certified Professional in Healthcare Quality (CPHQ). If not certified will need to obtain certification within 1-2 years of hire. Preferred Requirements: Certification in Healthcare Risk Management, and/or professional license as a Licensed Practical Nurse or Registered Nurse.

CONDITIONAL REQUIREMENTS:

Employment is contingent upon successful clearing of pre-employment health screening and drug screening in accordance with CHCC policy.

OTHERS:

This position is a Full-Time employment status and requires at least 40 hours per week. This position is **"Exempt"** or is **NOT** eligible to receive overtime compensation pursuant to the Fair Labor Standards Act (FLSA) of 1938 Federal Law. Regular operating hours of the Commonwealth Healthcare Corporation will be Monday to Friday from 7:30am to 4:30pm. This work schedule however is subject to change with or without notice based on the Employer's business requirement and/or by the demands of the employee's job. This position is paid on a bi-weekly basis (2-week period). CHCC adheres to all applicable deductions such as C.N.M.I. Tax, Federal Tax, Medicare and Social Security.

Note(s):

- *Three-fourths 20 CFR 655, Subpart E: "Workers will be offered employment for a total number of work hours equal to at least three fourths of the workdays of the total period that begins with the first workday after the arrival of the worker at the place of employment or the advertised contractual first date of need, whichever is later, and ends on the expiration date specified in the work contract or in its extensions, if any."*
- *Employer-Provided Items 655.423(k): Requires Employer provide to the worker, without charge or deposit charge, all tools, supplies and equipment required to perform the duties assigned.*

INTERESTED PERSONS SHOULD SEND THEIR CURRENT APPLICATION FORMS TO:

Office of Human Resources

Commonwealth Healthcare Corporation

1178 Hinemlu' St., Garapan, Saipan, MP, 96950

Operation Hours: Monday Through Friday 7:30 AM – 4:30 PM and CLOSED on weekends/holidays.

Employment Application Forms will be available 24/7 at the employer's hospital facility's Main Cashier Office (entrance/exit point for all)

E-mail: apply@chcc.health

Direct Line: (670) 234-8251 ext. 3416/3410/3427/3583

Trunk Line: (670) 234-8950 ext. 3416/3410/3427/3583

Fax Line: (670) 233-8756

04/01/2024 efg

Note: Education and training claimed in Employment Application must be substantiated by diploma, certificate or license. Failure to provide complete application form or the required documents will result in automatic disqualification.

****Corporate Announcement is open only to current employees of the Commonwealth Healthcare Corporation****