



**JOB DESCRIPTION
(TO BE ISSUED BY HRD TO ALL STAFF)**

JD/HR

JOB SPECIFICATION

JOB TITLE	Assistant Manager/Manager– Quality
EDUCATION	MHA/MBA
ADDITIONAL QUALIFICATION	Quality certifications
SKILLS REQUIRED	Quality and Safety consciousness, Data Analysis, Excellent Communication, Interpersonal Relation
ADDITIONAL SKILLS REQUIRED	-
EXPERIENCE REQUIRED	7-10 yrs.
DEPARTMENT & LOCATION	Quality/Ranchi
POSITION REPORTS TO	COO

JOB DESCRIPTION (MAIN JOB TASKS)

- To study, understand & analyze the hospital policies & procedures, & “identify the gaps” between them and the pursued accreditation standards.
- To prepare a “Plan of Action” to bridge the identified deficiencies/ gaps.
- To identify stakeholders who can support/ manage the deficiency correction.
- Train the identified stakeholders in deficiency identification, correction methodology & recording of activity data.
- Champion the Internal Quality Audit process in the organization by
 - a) Identifying potential candidates eligible for training of Internal Auditors.
 - b) Prepare training material for Internal Quality Auditors.
 - c) Organize, Coordinate & conduct the Internal Quality Auditor workshop.
 - d) Assess the trained auditors & evaluate their performance.
 - e) Plan a schedule and plan for Internal Quality Audit.
 - f) Prepare relevant checklists for each department based on accreditation guidelines & statutory/ industry standard / good practice guidelines.
 - g) Brief & assign the auditors on their respective scope & roles in Internal QA.
 - h) Collect, collate & analyze the Internal Quality Audit findings, and communicate to appropriate & concerned authorities in a sensitive approach.
 - i) To act as counsellor/ guide to all concerned, on identified deficiency corrections by adopting appropriate approach, principle & method.
 - j) Assist departments in finalizing responsibility owner & reasonable deadlines.
 - k) Re-audit the deficiency closures and follow-up.
- Training Responsibilities: -
 - a) Identify the training needs of staff in general with respect to awareness in quality/ accreditation processes.
 - b) To prepare a training plan for meeting the Training needs on the same.
 - c) To prepare or support in preparation of, an appropriate Training material for the identified staff members in coordination with the concerned department and end user. e.g.- MSW, Medical Transcriptionist, Nursing,

Duty doctors/ residents, Front Line Staff, Housekeeping, Security Services.

d) Conduct, Supervise & Support training for all employees in the following scope:

- Awareness in Quality principles; Accreditation process, standards & expectations; Organization policies.
- Safety issues for patients, staff safety at workplace.
- Plan of action in case of Fire and any other Non-medical Emergencies.

e) Assist HR Team in conducting Induction (fortnightly) for all new employees with respect to sessions on Safety

& its management protocols.

f) Conduct similar day-long workshop once, every quarter of a year for all new employees.

- **Monitoring Quality System: -**

a) To identify basic minimal Quality Indicators for each department.

b) To identify & train the user end on the data source of collecting indicator information, data collection methodology, data compilation, analysis, interpretation & presentation.

c) To identify critical QI information and report/ escalate to the concerned organization authorities on a regular basis.

d) To maintain the results of all QI data and present it to management at appropriate intervals.

- **Quality Committees: -**

a) To identify the need of various committees required for monitoring the quality processes in the hospital or as made mandatory by accrediting authorities.

b) To define & describe the scope of committee activities & meeting frequency.

c) To outline the structure & composition, reporting mechanism of each committee.

d) To identify suitable committee members and their roles & responsibilities for proper functioning of the committees.

e) To initiate the committee meetings and ensure the Proforma, format & topics/ agenda covered are adequately addressing the quality accreditation requirements.

f) To ensure the minutes of the meetings are documented & copies of the same are retained with the convener and quality department.

g) Ensure & promote the follow-up of the agenda/ issues and seek active implementation of the recommendations made by the committee.

h) Convey the brief outline of the committee progress to the Apex Committee at least once a year for review.

- **Quality Improvement activities: -**

a) Encourage all departments to initiate quality improvement programs in their respective areas.

b) Help / support the departments in identifying such programs and methodology to implement the same.

c) Support the HODs to encourage active participation of all department members to participate in the same.

d) Monitor & review the progress of such programs on a quarterly basis.

e) Identify programs for further improvement.

- **Administrative responsibilities: -**

a) Maintain all documents/records pertaining to expenses, Quality Team staff management, requisition, grants, allocations/permission, etc.

b) Verify, validate, and forward all bills related to petty cash expenses, courier indents, to the Administrator within defined time frame.

c) Support the Operations team to plan the budget and manpower requirements for department based on work load and time activity requirement or for any other area as required by management.

- **Documentation Responsibilities: -**

a) To review and revise all patient care forms & formats in liaison with departments.

- b) To prepare Apex Manual, other relevant manuals as prescribed by accreditation body.
- c) To maintain all documents / copies of originals as required by accreditation authorities.
- d) To maintain & store all documents of:
 - Minutes of committee meetings.
 - Incident reports, sentinel events and other critical episodes affecting quality of services as required by accreditation body.
 - Quality Indicator results, facility tour reports & Internal Audit findings.
 - Self-assessment tool kit & Communications with the accreditation body.
- **Workplace Ethics: -**
 - Ensure that all department staff respects all co-workers and ensure no workplace bullying.
 - Ensure that all critical findings related to patient / staff safety is reported to the concerned authority in the hospital.
- Ensure there is no disclosure of patient /staff information to anyone who is not authorized by Management protocol or
- statutory body.

GENERAL COMPETENCIES

- Advance MS Excel
- To follow the hospital rules and policies
- To be proactive and take ownership for their process Communication Skill
- Positive & empathetic attitude

Kindly share resumes to kuldeep.p@hcgel.com/recruitment@hcgel.com

Please Note: This is not an exhaustive list of responsibilities but provides a general guideline of the duties assigned to the position. Job descriptions are dynamic and will change depending on the organizational requirement.

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