Accreditation and Quality Coordinator

Gillette Children’s Specialty Healthcare is hiring a full time Accreditation and Quality Coordinator at our St. Paul location.

Position Purpose:

Serves as expert resource for accreditation, guiding the organization to achieve and maintain accreditation, certifications, verifications and licenses required for our mission and strategy. Develops and maintains effective systems for regulatory readiness, and coordinates activities to assess compliance with accreditation and/or standards. Coordinates preparation for and execution of accreditation surveys including follow-up and ongoing deliverables. Provides consultative assistance for development of action plans. Tracks progress and reports to the senior leadership team and Board on status and gaps. Provides education and training on accreditation requirements. Serves as an internal consultant facilitating quality improvement teams.

Core Competencies:

1. Provides leadership for regulatory readiness across Gillette sites and services for all accreditation and survey activities including the Joint Commission, CARF, MDH, ACS, CAP, ACR, CLIA, COLA, FDA, and CMS.
   - Serves as the subject matter expert for regulatory and/or accreditation standards to Gillette staff, medical staff, managers and senior leadership.
   - Identifies, plans for, communicates, monitors and evaluations actions to comply with existing and new regulations, standards and accreditation requirements throughout Gillette.
   - Provides verbal and written reports on accreditation status to managers, senior leaders and Board.
   - Develops and maintains infrastructure for regulatory surveys.
   - Facilitates and leads the Accreditation Steering Committee and Tracer Team.
   - Provides consultative support in development and implementation of action plans to Gillette Chapter Leaders, management and senior leadership.
   - Reviews and recommends changes to or new policy and procedures relevant accreditation.
   - Coordinates and organizes activities to ensure continuous readiness, including mock surveys and tracer activities.
   - Serves as liaison to regulatory and accreditation bodies, providing documentation and information as required or requested on time.
   - Maintains all critical documentation supporting accreditation.
   - Manages agency site visits including scheduling, logistics and communications during visits.
   - Engages staff to identify opportunities for improving compliance.
   - Manages and coordinates deliverables for accreditation programs including application, periodic Intracycle Monitoring assessments, survey follow up documents and other requests.
   - Provides education and training on accreditation requirements. Assists with review of annual required educational materials for accreditation.
   - Applies systems approach and advocates for positive changes.

2. Supports Quality Improvement Initiatives at Gillette to improve patient care processes and outcomes.
   - Serves as internal consultant and facilitator for quality improvement committees and teams.
   - Uses the organizational performance improvement model to guide teams through redesign of processes and systems.
   - Provides consultation and expertise on measurement plans, data collection, and analysis and integration of information.
• Assists team leader with team process keeping the team focused on aims and cycles of improvement.
• Helps to build an effective improvement team through assistance with problem solving and conflict resolution.
• Reviews medical records, occurrence reports and other information to identify variances from best practices. Applies systems approach and advocates for positive changes.

3. Provides back-up support for patient/family complaint management.

Qualifications:

Required:
• Bachelor’s degree in nursing or healthcare related degree
• Minimum of five years healthcare work experience, prefer in hospital setting
• Two years’ experience with accreditation or regulatory surveys such as Joint Commission, CMS, DNV, COLA, or other accreditation preparation, coordination, education and surveys
• Two years quality improvement experience
• Strong facilitation skills
• Excellent customer service skills
• Demonstrated knowledge and skills in the concepts, standards, tools and methods of quality improvement
• Change management knowledge and skills
• Strong analytic skills
• Proficient in software such as Word, Excel, PowerPoint, Visio and databases
• Proficient in EMR navigation and chart review
• Flexible, organized and attention to detail
• Strong skills in interpersonal relationships
• Strong written and verbal communications skills
• Demonstrated success working with leadership, managers, physicians, and front line staff

Preferred:
• Masters degree
• Certified Professional in Healthcare Quality (CPHQ)
• Healthcare Accreditation Certification Program Professional OR Certified Joint Commission Professional
• Supervisory experience

For additional details and to apply, please visit our website www.gillettechildrens.org. Gillette is committed to providing equal employment opportunities to all employees and applicants.