

DENVER HEALTH

MANAGEMENT POSITION DESCRIPTION / PERFORMANCE APPRAISAL

TITLE: QUALITY IMPROVEMENT COORDINATOR (LABORATORY) JOB CODE NO: _____

Identifies training and staff development needs of employees and ensures appropriate training provided.

Essential Job Responsibilities and Competencies:

Pass/Fail

Comments

Initiates formal/informal activities with employees to develop departmental cohesion and collegiality.

Recognizes positive behavior and contributions to the organization using praise, appreciation and rewards.

Actively identifies problems and opportunities for improvement; identifies appropriate solution and involves others in the implementation process.

2. As applicable, the incumbent within this position shall complete all duties, responsibilities and competencies in a manner that is effective and appropriate to the age group(s) of the patients/clients to whom care/service is being provided. Competency at this specific essential responsibility shall be demonstrated by:

Utilizes methods, techniques and approaches to the delivery of care that are consistent with the age group of the patient and in conformance with the specific care plan developed for each patient.

Demonstrates knowledge and applicability of the principles of growth and development over the life span, as well as demonstrating the ability to assess data reflecting the patient's status and interpreting appropriate information relative to the age specific needs of the patient(s) to whom care/services is being delivered/provided.

At a minimum, the success with which employees produce the results expected utilizing the above methods, techniques and approaches with specific patient age groups, shall be assessed via observation and/or competency review and/or patient outcome assessment.

3. Manages and coordinates the activities of employees assigned to area; determines work procedures and expedites workflow; assigns duties and reviews work; prepares necessary and required reports to management. Competency at this specific essential responsibility shall be demonstrated by:

Establishes an effective presence in the lab to promote open communication between employee and supervisor.

Demonstrates the following skills in accomplishing his/her job responsibilities:

1. Personal organization and time management
2. Human relations and teamwork
3. Personal adaptability
4. Personal motivation
5. Excellent listening skills

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4. Plan, organizes and administers a performance improvement program for the laboratory and the Medical Support Service Line that meets criteria for all inspecting agencies. Competency at this specific essential responsibility shall be demonstrated by:

Successfully develops and implements an annual performance improvement plan for the laboratory. Submits reports quarterly and annually by deadline to hospital QRI department.

Organizes and administers the Laboratory QI Committee. Submits meeting minutes in a timely manner. Monitors individual department projects as well as overall lab projects.

Participates on any interdepartmental committees for performance improvement.

Monitors CHS lab proficiency testing for performance level trends.

Handles complaints for laboratory performance issues. Conducts at the request of laboratory management, special studies of varying duration and complexity.

5. Assures that laboratory is in compliance for all regulatory agencies. Competency for this specific essential responsibility shall be demonstrated by:

Submits required documents for regulatory agencies.

Researches compliance regulations to keep current on developing issues.

Distributes compliance requirements to all laboratory supervisors and confers with them to determine extent of conformance.

Conducts interim and mock inspections to ensure compliance.

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GOALS FOR NEXT PERFORMANCE PERIOD:

GOAL	DUE DATE	COMMENTS
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

DEVELOPMENTAL ACTION PLAN

1. Developmental Goal:

2. Criteria for Success:

3. Strategy/Resources: *How am I going to achieve the objective and what resources will I need?*

4. Target Date: *When will I achieve the objective?*

5. Observable/Measurable Results: *How will I know I have achieved the objective?*

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Denver Health Authority Mission and Values

Denver Health Authority is a model for an integrated, efficient and high quality public health care system for the nation. Denver Health Authority's diverse mission is to provide access to quality preventative, acute and chronic health care for all citizens of Denver regardless of ability to pay; provide high quality emergency medical services to Denver and the Rocky Mountain Region; fulfill public health functions as indicated by charter and the needs of the citizens of Denver; provide for the health care education of patients and to participate in the education of the next generation of health care professionals; and to engage in research to the extent that it enhances meeting health care needs of our patients.

I acknowledge that I have read and understand the scope of services, expectations, accountabilities, and standards to which I will be held of part of my performance agreement with Denver Health.

Employee Signature _____

Date _____

Evaluator Signature _____

Date _____

EMPLOYEE COMMENTS:

My signature indicates receipt of this Performance Review; however, it does not necessarily mean agreement.

Signature of Employee

Date

Signature of Evaluator

Date

Next Review Date _____

_____ Initial Review of Competency

_____ Annual Review of Competency/Performance Evaluation

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PHYSICAL ACTIVITIES IN RELATION TO THE TIME ON THE JOB (Check box as appropriate)	NONE or N/A	UP TO 1/3	1/3 TO 2/3	2/3 OR MORE
Stand		X		
Sit			X	
Walk		X		
Manual dexterity (Fine motor control)				X
Reach with hands and arms				X
Climb or balance		X		
Stoop, kneel or crouch		X		
Talk				X
Repetitive Movement				X

PHYSICAL DEMAND (Check box as appropriate)	SEDENTARY	LIGHT	LIGHT MEDIUM	MEDIUM	MEDIUM HEAVY	HEAVY	VERY HEAVY
	< 5 Lbs.	10 Lbs.	10-20 Lbs.	20-40 Lbs.	40-80 Lbs.	80-120 Lbs.	120 Lbs. >
Occasional* (up to 1/3)					X		
Frequent* (1/3 to 2/3)							
Constant* (2/3 or more)							

*Terms which refer to "exerting force" include lifting, pushing, pulling or any other activity.

VISION REQUIRED (Check box as appropriate)	CLOSE	DISTANT	COLOR VISION	PERIPHERAL VISION	DEPTH	ABILITY TO FOCUS
	X	X	X	X	X	

HEARING (Check box as appropriate)	TELEPHONE	FACE-TO-FACE	CLOSE PROXIMITY	DISTANT
	X	X	X	X

MENTAL FUNCTIONING INCIDENCE (Check box(s) only as they apply)	RARELY/ NEVER	OCCASIONALLY	FREQUENTLY	ALWAYS
Follows well defined, prescribed rules, guidelines and/or directions. Exercises limited judgement.				X
Simple decision making				X
Exercises some amount of decision making affecting the work of others.				X
Processes complex information and provides assessments, evaluative data and/or decisions.				X
Works under time deadlines and performs under pressure.				X
Must interact cooperatively with co-workers and management personnel to complete daily assignments. Works as part of a team.				X