

SHADED AREA TO REFLECT RECLASS POSITION NUMBER ONLY

DUTY STATEMENT

RPA/647#-
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EFFECTIVE DATE:

CDCR INSTITUTION OR DEPARTMENT California Prison Health Care Services	POSITION NUMBER (Agency - Unit - Class - Serial) 042-127-8241-001
UNIT NAME AND CITY LOCATED Quality Management Section	CLASS TITLE RCEA Statewide Assistant Quality Officer
WORKING DAYS AND WORKING HOURS a.m. to a.m. (Approximate only for FLSA exempt classifications)	SPECIFIC LOCATION ASSIGNED TO 501 J Street, Sacramento, CA 95814
PROPOSED INCUMBENT (If known)	CURRENT POSITION NUMBER (Agency - Unit - Class - Serial)

YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND INGENUITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY, AND WITH RESPECT ARE CRITICAL TO THE SUCCESS OF THE DEPARTMENT'S MISSION.

Under the general direction of the statewide Chief Quality Officer, California Prison Health Care Services (CPHCS), the RCEA Statewide Assistant Quality Officer works directly with Headquarter and Institution Executive Leaders to plan, develop, implement and evaluate an effective and efficient performance management system at 33 California prisons, building quality improvement capacity in the field through hands-on evaluation and improvement of institution-based performance management systems, statewide staff development programs, and the provision of change management advice and expertise. The incumbent's recommendations inform the design of an effective and efficient performance management system statewide, a critical component in achieving objectives in the organization's strategic plan, meeting court mandates and for sustaining a high quality, cost-effective healthare system. The incumbant is the primary executive liason between Headquarter's Quality Management Section and the institution's Chief Executive Officer.

% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use additional sheet if necessary)</i>
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ESSENTIAL FUNCTIONS

- 45%** Support organizational change at the institution level by evaluating institution health care delivery systems, assessing implementation of critical elements such as patient risk stratification and population management, and assisting institution leadership in strengthening the delivery system infrastructure as the basis for effective and efficient patient care. Assess the effectiveness of institution performance management systems, including the involvement of local leadership in performance measurement and evaluation, application of decision support within critical health care processes and at the point of care, and use of proven quality improvement processes and techniques. Provide direct staff support in planning, designing, integrating, implementing, modifying, and evaluating the effectiveness of quality management committees, program components, and/or services. Identify system strengths and areas for improvement, and work with the institution to develop improvement plans, in congruence with the organization's mission, vision, and strategic objectives. Meet with institutions periodically to assess progress towards achieving improvement plan objectives, and provide hands-on technical assistance to address areas of low performance.
- 35%** Build quality improvement capacity statewide and at individual institutions through staff development programs, decision support tools, and dissemination of best practices. Design training programs and decision support tools tailored to particular roles in the performance management system and specific disciplines, using multiple formats and approaches. Participate in local sentinel event reviews, system redesign initiatives, and other activities,demonstrating knowledge of current quality improvement methodologies and practices. Organize learning collaboratives and other problem-solving forums to support system redesign, identify best practices, and promote the development of quality improvement expertise. Support an organizational culture of quality and safety by disseminating information, research findings, and best practices statewide. Manage complex and/or multiple projects and initiatives.
- 20%** Assist in the design of the statewide performance management program, including establishment of an organizational vision and culture that promotes continuous learning and improvement. Provide leadership, direction, and guidance to prioritize and address system performance gaps and patient safety risks. Keep apprised of recent developments in quality improvement and patient safety programs and standards and apply that information in the development of institution-specific projects and statewide initiatives and policy; act as a liaison to external organizations that specialize in health care accreditation and quality improvement. Represent CPHCS during legislative hearings, court hearings and conferences with the Office of the Inspector General, Prison Law Office and other stakeholders as a subject matter expert in the areas of performance measurement, program monitoring and evaluation, quality improvement and patient safety.

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<p>% of time performing duties</p>	<p>Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use additional sheet if necessary)</i></p>
	<p>KNOWLEDGE AND ABILITIES</p> <p><i>Ability to:</i> REQUIRED CORE COMPETENCIES</p> <p>Teamwork: Understands his/her role on the team, yet does whatever is needed to make the team successful; helps team members who need or ask for support or assistance; puts team results ahead of personal success; brings out the best in other on the team; and shared credit for group accomplishments.</p> <p>Valuing diversity: Sees the benefit of having different backgrounds and points of view in the workplace, and leverages those differences in group processes and decision making; and supports professional development and career opportunity for all.</p> <p>Managing performance: Sets and aligns individual performance goals with the goals of the unit; involves employees in setting their performance goals; ensures employees have the means and skills to accomplish their goals; tracks and measures individual and unit performance; provides ongoing feedback; treats all employees in an objective and consistent manner; and intervenes to correct poor performance, following the steps of progressive discipline.</p> <p>Leadership: Creates a positive work environment in which all staff are motivated to do their best; ensures that clear, challenging, and attainable goals are set for a group and that these goals are aligned with the goals of the organization/department; ensures that the importance and benefits of goals and methods are understood and accepted by those who will carry them out; and conveys confidence and optimism in the group's ability to overcome obstacles and accomplish its goals.</p> <p>Planning and organizing: Determines the logically necessary sequence of activities and the efficient level of resources needed to achieve a goal; recognizes and addresses the interdependencies of activities and resources; clarifies roles and responsibilities; anticipates problems and mitigates risks; and produces a realistic schedule of completion.</p> <p>Organizational savvy: Understands the inner workings and the interrelationships of the organization; knows whose support is needed to cut red tape; gets things done through formal channels and informal networks; maintains good working relationships with key players throughout the organization; and aligns and maneuvers organizational resources and internal politics skillfully to solve problems or accomplish goals.</p> <p>Process improvement: Knows how to separate and combine activities into efficient workflow; benchmarks best practices in the industry; knows what to measure and how to measure it for tracking quality, quantity, schedule, resource utilization, and customer feedback; knows how to identify process problems and opportunities for improvement and simplification; and leverages technology.</p> <p>Developing others: Coaches others regardless of performance level; shows insight into causes of poor performance and how performance can be improved; shares knowledge and expertise willingly; offers ongoing feedback, suggestions, and encouragement; acknowledges progress and growth; and supports others' career development plans.</p> <p>Managing change: Understands the dynamics of organizational change; Managing change: Understands the dynamics of organizational change; knows and guides the planning, process changes, role redefinition, retraining, incentive, and communication steps in transitioning from one organizational state to another; involves key stakeholders in planning and decision making; maintains a high level of communication about the reasons, benefits, opportunities, and difficulties of change; and encourages others and supports them through the transition.</p>

Strategic view: Focuses on the future and where current trends will lead; understands the factors that are shaping the industry and anticipates the opportunities that will be opening and closing; keeps an eye on the big picture and long-range possibilities and implications; and makes, evaluates, and revises long-range plans and goals taking into consideration the organization's core competencies, customers, competition, available resources, and strengths and weaknesses.

Assessing Talent: Understands and recognizes the qualities that differentiate highly successful employees from the average ones; is an astute observer of others' performance; shows skill in asking questions and eliciting detailed and accurate information regarding others' capabilities and weaknesses; and reaches well-articulated conclusions regarding others' strengths and developmental needs.

DESIRABLE QUALIFICATIONS

Five years of progressive health care leadership roles, strong relationship-building skills, and exceptional interpersonal skills

Demonstrated expertise in organizational change strategies, team development, healthcare quality and patient safety methodologies, performance metrics and performance management strategies and tools, and quality improvement concepts, principles, and standards

Demonstrated creativity and initiative as it relates to performance and process improvement design and implementation of initiatives and measurement strategies

Knowledge of organizations and systems, particularly ambulatory and hospital systems of care, and regulatory and accreditation requirements

Experience in benchmarking, outcome measurement

Knowledge of statistics, data collection and management, information systems, and survey design methodologies; ability to identify trends, analyze large data sets, understand processes for statistical analysis, and make recommendations for improvement

Fellow of the American College of Healthcare Executives or Certified Professional in Healthcare Quality

Work experience serving the underserved

SPECIAL PHYSICAL CHARACTERISTICS

Persons appointed to this position must be reasonably expected to exert up to 10lbs. of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Involves sitting most of the time, but may involve walking or standing for brief periods of time.

SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE

SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
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EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
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