

## WHO IS THE QUALITY PROFESSIONAL IN HEALTHCARE?

A quality professional in healthcare manages quality and performance improvement programs in various settings throughout the United States and internationally. What are they responsible for? Here's just an overview:

### MANAGEMENT AND LEADERSHIP

- Facilitate internal and external **customer/supplier** relationships
- Develop and implement **strategic plans** related to healthcare quality
- Develop **risk management**, loss prevention, and compliance monitoring systems
- Design **case/care/disease/utilization management** systems
- Coordinate the **patient safety** program in an organization

### INFORMATION MANAGEMENT

- Assess customer needs/expectations using **surveys and focus groups**
- Coordinate **data inventory** listing activities
- Evaluate computerized systems for **data collection**
- Implement **computerized systems** for data collection
- **Interpret data** to support decision making

### EDUCATION, TRAINING, AND COMMUNICATION

- Develop **organizational performance improvement training**
- Provide **survey preparation training** (e.g., accreditation, licensure, or regulations)
- Interact with clinical practitioners (e.g., medical and nursing staff) and support personnel regarding individual **client management** issues
- Coordinate the dissemination of **performance improvement** information within the organization

### PERFORMANCE MEASUREMENT AND IMPROVEMENT

- Establish priorities for **process improvement** activities in an organization
- Facilitate evaluation and selection of and measure adherence to **evidence-based practice guidelines**
- Participate in developing **clinical/critical pathways** or guidelines
- Conduct practitioner **re-credentialing and profiling**
- Implement ongoing performance improvement systems in areas such as **medication usage review, operative/invasive/non-invasive procedure review, medical record review, infection control** processes, incident report review, **sentinel/unexpected event review, preventable adverse event review, root cause analysis, failure mode and effects analysis, mortality review, peer review, complaint/satisfaction review, service-specific review** (e.g., pathology, radiology, pharmacy, nursing)