

Nurse Manager (Quality Management)
Functional Area Job Descriptions
San Francisco Department of Public Health (Job Class 2322)

Area	Job Description
Regulatory Affairs	<ul style="list-style-type: none"> Serves as an expert for compliance with the Health Insurance Portability and Accountability Act (HIPAA), State Laws pertaining to Privacy and Security, Joint Commission standards, Centers for Medicare and Medicaid Services (CMS) Conditions of Participation and California Title 22 requirements and ensures Zuckerberg San Francisco General Hospital and Trauma Center (ZSFG) is in compliance with all applicable accreditation and licensing requirements; Demonstrates and maintains knowledge of both DPH and hospital policies and procedures to ensure regulatory compliance; Provides education and training for all staff through workshops, orientation and training, consultation and needs assessments; Furtheres the goals of the hospital through participation in the management team and the strategic planning process; Maintains accurate records, prepares written reports and provides statistical analysis; Conducts chart reviews, investigations and provides critical analysis of adverse outcomes; Strategically prioritizes large workloads in a thorough and organized manner; AND Represents ZSFG with all accreditation and licensing bodies.
Utilization Management	<ul style="list-style-type: none"> Develops, implements and monitors Utilization Management objectives and activities focusing on assisting patient flow; Collects and reviews statistics and other data and reports to define/establish baseline service needs as well as identify trends, evaluate workload, and other factors which may impact the delivery of Utilization Management; Coordinates Utilization Reviews with both internal and external stakeholders utilizing InterQual Criteria; Promotes the utilization of resources through planning, managing and evaluating patient care; Identifies department needs related to space and other issues; Provides reports to administration and other appropriate forums to assist in overall hospital and clinic planning efforts; Provides the necessary vision and leadership to effectively motivate and direct the Utilization Management Department in developing and achieving goals and objectives that are congruent with the values, mission and strategic plan of Zuckerberg San Francisco General Hospital and Trauma Center (ZSFG), San Francisco Health Network, and the San Francisco Department of Public Health; Monitors and evaluates staff scheduling practices to ensure that sufficient qualified staff are available to meet service demand and assignments are made appropriately and equitably; Maintains, promotes, and enforces a "Customer Service" philosophy;

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	<ul style="list-style-type: none"> • Considers factors related to safety, cost, and effectiveness when managing care delivery systems; • Keeps abreast of current professional standards and practices and incorporated changes into departmental practice and programs when appropriate; • Contributes to the planning, implementation, and evaluation of the organization's plan for providing patient care; • Develops and implements an ongoing departmental quality improvement program which effectively evaluates the process of delivery of the Utilization Management Department and the quality and effectiveness of those services. Uses results to initiate changes to improve practice and service; • Selects, contracts and coordinates outside services and vendors needed to meet patient care needs; • Supervises, recruits, selects, assigns, orients, and evaluates professional and ancillary staff; • Verifies validity of staff licensure; • Counsels staff on performance expectations and discrepancies; • Assesses developmental needs of staff and provides educational opportunities; AND • Advocates and supports research in the practice setting
Risk Management	<ul style="list-style-type: none"> • Provides the necessary vision and leadership to effectively motivate and direct the Risk Management Department in developing and achieving goals and objectives that are congruous with the values, mission and strategic plan of Zuckerberg San Francisco General Hospital and Trauma Center (ZSFG) and the Department of Public Health; • Using Joint Commission Leadership Standards and CMS Conditions of Participation, provides the framework for planning, directing, coordinating, providing, and improving care, treatment, and services to respond to community and patient needs and improve health care outcomes; • Responsible for the oversight of the risk management program to identify, analyze and assess clinical risk across the continuum of care; • Works collaboratively with Quality Management, Patient Safety and Regulatory Affairs staff to enhance the risk management program; • Conducts apparent and root cause analyses in response to near misses, serious adverse events, and sentinel events to determine the causes of these events; assists in developing corrective action plans and improvement initiatives to eliminate these causes; and assess risks of new programs; • Develops and collaborates in the development of policies and procedures pertaining to the management of risk; • Manages the Unusual Occurrence system to ensure reported occurrences are properly and timely investigated and assessed;

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	<ul style="list-style-type: none"> Plans and conducts inservice training pertaining to risk management principles, health care law as well as other risk management related subjects; Works directly with the City Attorney's Office and with private law firms to facilitate the management of potential and actual claims and litigation involving ZSFG and Ambulatory care within the SF Health Network; Furtheres the goals of the organization through participation in the management team and the strategic planning process; Maintains accurate records, prepares written reports and provides statistical analysis; Conducts chart reviews, performs investigations, and critically analyzes adverse outcomes; Mentors, develops and supervises the risk management team; AND Strategically prioritizes large workloads in a thorough and organized manner.
Patient Safety	<ul style="list-style-type: none"> Develops, implements and evaluates system wide patient safety plan for Zuckerberg San Francisco General Hospital and Trauma Center (ZSFG) that includes the joint commission National Patient Safety Goals (NPSG's), theNational Quality Forum Safe practices, California Department of Public Health (CDPH) requirements, CMS requirements, etc.; Acts as project manager for hospital wide patient safety teams: Agenda planning Development of next steps and short term goals Organizing and making presentations Data analysis and recommendations Design and manage reporting systems Develop and prepare process documentation Establishes a collaborative environment for implementing patient safety efforts across the organization; Approaches problem solving and project management with innovation; Provides proactive leadership in assessing, managing and evaluation patient safety initiatives; Translates patient safety concepts on the Institute for Healthcare Improvement IHI, National Quality Forum, Agency for Healthcare Research and Quality (AHRQ) and other national leaders in patient safety; Leads and coordinates hospital wide staff education related to patient safety; Designs methodologies for patient safety organizational culture assessment; Handles issues independently that are significant, complex, political, confidential, multidisciplinary and strategic in nature; AND Represents ZSFG in a professional and collegial manner.