

## **JOB SUMMARY:**

The Chief Quality Officer utilizes various analytical strategies to ensure that the DeKalb CSB delivers quality care and provide effective and efficient administrative service. They will analyze new methodologies that may positively impact performance, client safety, satisfaction, clinical outcomes—all of which contribute to quality care. The Chief Quality Officer must know how to develop a culture that promotes accountability and transparency and create an infrastructure that uses data to drive decision-making. They must possess in-depth clinical knowledge and understand the clinical implications of the infrastructures they create. To improve the quality of health care delivery, they must lead organizational change, coordinate and/or develop policies, and utilize available resources while working with other member of the leadership team. Additionally, their leadership skills will help them to implement quality initiatives and foster a culture for improvement using sound continuous quality improvement principles and data analytics. This individual has oversight and responsibility over all quality, risk management, compliance, document management, and data analytical related activities within the organization.

## **DUTIES AND RESPONSIBILITIES:**

1. Develops major organization-wide clinical quality initiatives including: establishing criteria for setting organization-wide priorities; defining goals and objectives for selected initiatives; establishing methodologies and measures; defining and reporting results; facilitating and guiding implementation teams; developing methods to more effectively communicate quality data / information across the enterprise; maintaining organizational focus on quality initiatives and results; ongoing system-wide coordination and oversight of clinical quality activities.
2. Promotes organization-wide understanding, communication, and coordination of the Quality Improvement (QI) program.
3. Oversees Data engineering in developing data analytical tools and reporting to support quality improvement initiatives.
4. Provides QI leadership representation in new business activities (RFP responses, new market / product development and state contract changes, etc.).
5. Provides organizational leadership to excel with CARF standards and/or other accrediting bodies.
6. Provides leadership directions and oversight for all recertification and external quality reviews with CARF, DBHDD, Beacon, and DCH.
7. Assures compliance with all State and Federal quality improvement / assurance requirements.
8. Provides direction to compliance department in response to internal investigation and audit response
9. Assists in the establishment of operational performance measurements and the monitoring of trends in key performance indicators to evaluate effectiveness, reliability, efficiency, etc. using available information systems data. Where other data is necessary but not readily available, will design and implement appropriate data collection. Uses data from appropriate external sources, including comparative databases.

10. Manages performance improvement projects, flow and alignment to assure milestones and key performance indicators are met within defined parameters. Documents the results of projects, and submits other documentation as requested.
11. Organize all Quality Management meetings, maintain minutes and makes recommendations to the committee based on best practice and current regulatory standards.
12. Conduct internal audits and risk analysis
13. Develops the annual operating budgets to sufficiently meet departmental needs and ensures that the department stays within budget and accounts for variances.
14. Oversees completion of the Annual Quality Report, Annual Quality Program Evaluation and Annual Quality Work plan and quarterly updates to appropriate committees.
15. Utilizes, integrates, analyzes, and interprets data to assist the clinical team in its improvement efforts to promote optimal patient outcomes.
16. Reviews and implements new technological tools and processes under the Data Engineering Department

## **SKILL, COMPETENCY AND EDUCATION AND/OR LICENSURE REQUIREMENTS:**

### **Preferred Requirements:**

Behavioral health background (licensure, certifications, experience) with knowledge of Developmental Disabilities services, Data analytics knowledge, CARF accreditation implementation experience (CARF surveyor), Knowledge of DBHDD state regulations for providers. CQI or other quality improvement certification.

Pre-employment drug screening may be required. Selected applicant will be subject of an FBI Criminal History Record Check, and the applicant has the right to challenge the contents of their Criminal History Record Information, should they choose to do so. This employer participates in E-Verify.

**For more information visit [www.dekcsb.org/careers](http://www.dekcsb.org/careers)**

*DeKalb CSB is an equal opportunity  
employer regarding disability under VEVRA and ADA*