

DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services		POSITION NUMBER (Agency – Unit – Class – Serial) 042-127-8239-002				
UNIT NAME AND CITY LOCATED Quality Management & Patient Safety Program – Elk Grove, CA		CLASSIFICATION TITLE Receiver's Medical Executive (Safety)				
		WORKING TITLE Assistant Deputy Medical Executive				
		COI Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	WORK WEEK GROUP E	CBID M16	TENURE LT	TIME BASE FT
SCHEDULE (Telework may be available): ____ AM to ____ PM. (Approximate only for FLSA exempt classifications)		SPECIFIC LOCATION ASSIGNED TO 9272 Laguna Springs Drive, Building G Elk Grove, CA 95758				
INCUMBENT (If known)		EFFECTIVE DATE				
California Department of Corrections and Rehabilitation (CDCR) / California Correctional Health Care Services (CCHCS) values all team members. We work cooperatively to provide the highest level of health care possible to a diverse correctional population, which includes medical, dental, nursing, mental health, and pharmacy. We encourage creativity and ingenuity while treating others fairly, honestly, and with respect, all of which are critical to the success of the CDCR/CCHCS mission.						
PRIMARY DOMAIN:						
Under the general direction of the Deputy Medical Executive over the Quality Management Unit and Patient Safety Program (QM/PS), the Assistant Deputy Medical Executive (ADME) is responsible for implementation of clinical informatics focused on organizational performance evaluation, patient safety surveillance, and quality improvement efforts. The ADME directly supervises and supports the Physician and Surgeon staff and other licensed clinical positions in the QM/PS Program; mentoring staff in the use of industry standard quality improvement techniques, consulting with staff members in performance measure development, decision support and training material design, and promoting a culture of safety and positive system change. Moderate travel is required.						
% 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 addition sheet if necessary)</i>					
	ESSENTIAL FUNCTIONS					
40%	The ADME directly supervises Physician and Surgeon staff in the QM/PS. The ADME, recruits, hires, directs, trains, coaches, evaluates, and develops QM/PS clinical staff. Supervises and supports advanced practice providers according to state laws, regulations, and CDCR policy and procedures. Takes action as necessary to protect patient safety and promote continuous process improvement across all program areas of the California Correctional Health Care Services (CCHCS)/California Department of Corrections and Rehabilitation (CDCR). Directs staff educational activities, including continuing education conferences and training on new or changing clinical practice standards. Attends relevant QM/PS leadership and operational meetings, and plans, organizes, and facilitates regular QM/PS provider meetings. Assist in the development and/or review of policies and procedures to assess for operational changes resulting in performance monitoring changes. The ADME works closely with CCHCS attorneys to ensure protection of patient privacy while setting up data sharing agreements. The ADME works with leaders to identify and expand upon aspects of the various programs that drive positive outcomes for patients and					

<p>30%</p> <p>15%</p> <p>10%</p> <p>5%</p>	<p>contribute to the body of knowledge in correctional health care.</p> <p>Acts as Subject Matter Expert and as a representative of the Deputy Medical Executive at various multi-program meetings (i.e., Health Equity Workgroup, Data Advisory Committee, Infection Prevention and Control Committee, Medication Management Committee, Pharmacy and Therapeutics Committee, Public Health and Medical Services Collaboration Workgroups, etc.). Provides technical assistance to stakeholders in development of program evaluation and improvement of existing systems or processes, to facilitate root cause analyses meetings, and support of local problem-solving and improvement efforts. Mentors clinical staff within QM/PS and other CDCR staff as appropriate as they conduct root cause analyses, Lean Six Sigma projects, and other projects to analyze quality problems and mitigate risk to patients and staff. Works with headquarters, regional, and local institution leadership and QM Support Units to ensure QM/PS initiatives and tools are relevant and fully integrated into institution's daily operations, and provide on-site support, as appropriate. Assists in identifying best practices and elevating them for broad dissemination. Provides technical assistance on the use of data collection and audit tools. Attends various ad hoc meetings on behalf of the DME to resolve issues in major statewide projects. Represents QM/PS Program from a policy standpoint and negotiates sensitive topics with a variety of stakeholders outside of CCHCS.</p> <p>Works directly with the highest-level leaders within the CDCR and the Deputy Medical Executive, designs and directly produces data analyses to better understand urgent patient safety issues, developing recommendations for effective action to protect patients and staff. Supports implementation of quality improvement initiatives by supervising creation of clinical decision support materials, operational tools and reports, and staff development programs. Uses clinical expertise to guide QM/PS staff development of programs for primary care teams in the field, including training presentations on clinical practice and team-based care, provider self-assessment activities, and case conferences.</p> <p>Researches current standards of care and apply recent developments in medical evidence and healthcare quality performance measurement and patient safety standards in the development of performance measurement, decision support tools, and training programs. At the direction of the Deputy Medical Executive, oversees analyses for other significant health care events. Provides expert testimony as necessary for legal proceedings or staff adverse actions.</p> <p>Performs other duties as required.</p>
	<p>KNOWLEDGE AND ABILITIES</p> <p>Knowledge of: Professional/technical expertise: Has comprehensive knowledge of the most current information, policies, techniques, practices, laws, and regulations of the field; has clear developmental record of formal and on-the-job acquisition of knowledge and skills of the occupation; uses knowledge and judgment in applying appropriate methods and techniques to ensure efficiency, quality, and consistency in work products; and handles the most challenging tasks requiring technical expertise.</p> <p>Customer and patient focus: Shows interest in and understanding of the needs, expectations, and circumstances of internal and external customers and patients at the individual, group, or organizational level; explores options and pursues solutions to resolve issues of customers or patients; is responsive, pleasant, and professional; looks at the organization and its services from the customer's and patient's point of view; and seeks and uses customer and patient feedback to improve services or products.</p> <p>Teamwork: Understands his/her role on the team yet does whatever is needed to make the team</p>

successful; helps team members who need or ask for support or assistance; puts team results ahead of personal success; brings out the best in others on the team; and shares credit for group accomplishments.

Valuing diversity: Sees the benefit of having differing 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 equally for all.

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 steps of progressive discipline.

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.

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.

Organizational savvy: Understands the inner workings and 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.

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.

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 on-going feedback, suggestions, and encouragement; acknowledges progress and growth; and supports others' career development plans.

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.

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.

Relationship Building: Develops and maintains work relationships and continuously works to improve relationships, contacts, and network; maintains an open and approachable manner and easily builds rapport with others; respects others regardless of differences in interest, perspectives, background, and organizational level; and treats others sensitively, fairly, and consistently.

Negotiating: Gains rapport and trust from other parties; works from a strong knowledge base; wins concessions from others; seeks mutually agreeable tradeoffs in deal-making; questions and counters others' proposals without damaging relations; holds ground appropriately; and knows how to walk away amicably with the best deal possible.

Handling Conflict: Deals with interpersonally and/or politically challenging situations calmly and diplomatically, diffusing tension; thoughtfully intervenes in conflicts to facilitate communication and resolve problems, finding common ground when possible; and handles complaints and disputes with composure and tact.

Oral Communication: Uses correct vocabulary and grammar; presents information clearly and in an organized manner; gets to the point; questions others skillfully; recognizes nonverbal cues in listeners and adjusts speech and tone accordingly; adjusts word choice according to the audience and purpose; and uses tone, inflection, pauses, and body language for increased impact.

DESIRABLE QUALIFICATIONS

Experience using healthcare industry standard continuous quality improvement tools and techniques, evaluating and redesigning systems in a complex and integrated correctional healthcare organization; developing healthcare quality measures and business intelligence reports/tools; and supporting or developing data analytics and business intelligence reporting using clinical subject matter expertise. Clinical experience in an integrated delivery system and using an electronic medical record; and population health management and clinical program planning, development, implementation and evaluation. Experience with coding in languages such as SQL, Python, R, and CCL. Certifications in Quality Improvement Practices such as Lean6Sigma.

SPECIAL REQUIREMENTS OR CONTINUING EDUCATION REQUIREMENT

- CCHCS does not recognize hostages for bargaining purposes. CCHCS and CDCR have a "NO HOSTAGE" policy and all incarcerated patients, visitors, nonemployees, and employees shall be made aware of this.

SPECIAL PHYSICAL CHARACTERISTICS

Incumbents must possess and maintain sufficient strength, agility and endurance during physically, mentally, and emotionally stressful and emergency situations encountered on the job without endangering their own health and well-being or that of their fellow employees, forensic clients, patients, patient-inmates or the public.

SPECIAL PERSONAL CHARACTERISTICS

- Influence change and strengthen the community. Set an example each day through positive and pro-social role modeling, utilizing dynamic security concepts.
- Willingness to play a significant role in the collaborative efforts toward rehabilitation and public safety enhancement.
- Ability to facilitate conversations as a coach and mentor, engaging in a respectful and

	understanding manner. • Ability to build trust, improve communication, and assist with the transformation of correctional culture.	
SUPERVISOR'S STATEMENT: <i>I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE</i>		
SUPERVISOR'S NAME (Print)	SUPERVISOR'S SIGNATURE	DATE
EMPLOYEE'S STATEMENT: <i>I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT</i>		
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