

DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services	POSITION NUMBER (Agency – Unit – Class – Serial)				
UNIT NAME AND CITY LOCATED Quality Management Support Unit	CLASSIFICATION TITLE Health Program Manager III				
	WORKING TITLE Chief Quality and Patient Safety Officer				
	COI Yes ☐ No ☐	WORK WEEK GROUP	CBID	TENURE	TIME BASE
SCHEDULE (Telework may be available): ____ AM to ____ PM. (Approximate only for FLSA exempt classifications)	SPECIFIC LOCATION ASSIGNED TO Institution Quality Management Support Unit				
INCUMBENT (If known)	EFFECTIVE DATE				

California Department of Corrections and Rehabilitation (CDCR) and California Correctional Health Care Services (CCHCS) are committed to transforming the correctional landscape to create safer, more professional, and more fulfilling environments for our employees, the incarcerated population, and those supervised in our communities. Through systemwide improvements grounded in proven and emerging practices, we aim to strengthen rehabilitation, enhance workplace satisfaction, and support successful reentry into the community through our institutions, parole, and community partnerships. Our shared mission is to promote safety, wellness, and human dignity while fostering positive change for all those who live and work within our institutions and communities.

CDCR and CCHCS are committed to building an inclusive respectful workplace. We are determined to attract and hire candidates from all communities and empower employees from a variety of backgrounds, perspectives, and personal experiences. We are proud to foster inclusion and drive collaborative efforts at all levels of the Department.

Across our organization, our programs work cooperatively to provide the highest level of health care possible to a diverse correctional population. We encourage creativity and ingenuity while treating others fairly, honestly, and with respect, all of which are critical to the success of the CDCR and CCHCS mission.

PRIMARY DOMAIN:

Under the direction of the Institution Chief Executive Officer (CEO) and in collaboration with the Headquarters (HQ) Quality Management Program Field Support Manager, the Health Program Manager III (Chief Quality and Patient Safety Officer) will have full management and supervisory responsibilities of the development, implementation, and evaluation of the Quality Management (QM)/Patient Safety (PS) Programs at the institution, including operational management and oversight of the Quality Management Support Unit (QMSU). This position supports local continuous quality, performance, and patient safety improvement activities to ensure that the institution maintains a safe, efficient, and effective health care delivery system.

% 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>
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ESSENTIAL FUNCTIONS

30%

Manages and supervises the development, implementation, and evaluation of the QM/PS Programs at the institution, including operational management and oversight of the QMSU. Establishes and maintains a well-functioning network of quality improvement committees to oversee the local QM system and associated improvement activities. Leads efforts with the local Quality Management Committee (QMC) to establish and maintain an up-to-date local Performance Improvement Work Plan, which includes improvement priorities and performance objectives that are in alignment with the CDCR Strategic Plan, CCHCS Statewide Performance

	Improvement Plan, and CCHCS Statewide Patient Safety Priorities. Establishes structures and processes to standardize local QMC and subcommittee processes. Uses the Health Care Services Dashboard and Institution Scorecard and other program evaluation reports and tools to evaluate institution health care systems and processes, monitor progress on current improvement initiatives, identify and prioritize areas for further improvement, and make recommendations to the QMC. Facilitates, participates, and/or oversees QM/PS improvement initiatives. Ensures improvement projects utilize an appropriate improvement approach and project teams have access to improvement resources, tools, and support. Provides guidance and support the development and implementation of deliverables associated with improvement projects, including user guides, checklists, tools, training and development, workflows, policies, and procedures. Collaborates with the HQ QM/PS Program and regional teams on improvement initiatives. Ensures health care staff are provided with opportunities to develop knowledge and skills in the application of quality improvement techniques, such as Root Cause Analysis (RCA), process analysis and redesign, failure mode and effects analysis, Lean Six Sigma strategies, and other nationally- recognized improvement strategies.
25%	Serves as the Chairperson for the local Patient Safety Committee (PSC). Establishes processes to monitor and identify patient safety risks; and prioritize and take action to address issues that pose the highest risk of harm to patients. Performs patient safety system surveillance using reports and tools such as the electronic Health Care Incident Reporting (eHCIR) system and associated eHCIR Registry and Patient Safety Dashboard. Uses patient safety system surveillance data to inform patient safety priorities and initiatives. Ensures any reported health care incidents, including unusual occurrences, medication adverse effects, and sentinel events are addressed by the appropriate discipline and/or individual; and any emerging trends are identified and presented to the PSC for further consideration. Designs and implements program activities to promote a local patient safety culture of continuous process improvement, including participation in annual Patient Safety Week activities. Ensures RCAs are completed timely and are thorough and credible per Patient Safety Program (PSP) guidelines, including the implementation of RCA Plans of Action. Provides guidance to health care staff participating in RCAs and ensure necessary resources and tools meet RCA expectations. Provide oversight of RCA Plans of Action and ensure the progress of these plans are reported timely to the HQ PSP. Identify opportunities to utilize the RCA process for an event or series of events that may not reach the level of a sentinel event, but may be an indication of serious process breakdowns that place patients at risk. Collaborate with the HQ PSP and regional teams on RCAs as appropriate.
20%	Supervises, coordinates, integrates, and reviews the work of the QMSU, which may include a team of analysts, health program specialists, and other staff supporting the effective implementation of the institution's QM/PS Programs. Recruits, interviews, hires, and evaluates the performance of QMSU staff; administers the performance appraisal reviews for QMSU staff; and establish priorities for the effective management and support of the QM/PS Programs. Ensures QMSU staff receive required in-service training and continuing QM/PS education. Ensures all health care staff are provided with relevant QM/PS education.
10%	Serves as a subject matter expert, coach, and quality improvement information resource to staff. Advise health care staff on quality management and patient safety standards and requirements. Build collaborative relationships with CCHCS leadership and members. Effectively facilitate and make presentations; communicate information to staff at various levels of the organization

10%	through the use of strong written and verbal skills. Maintain an awareness of existing local procedures, statewide policies, licensing regulations, and state and federal legal mandates that may impact the work of the QMC and subcommittees. Manages the administrative support services for the QM/PS Programs, such as developing budget estimates for QMSU staffing, Lean Six Sigma projects, and associated operating expenses, travel, equipment and supplies; monitoring expenditures for the above mentioned costs; coordinating with Business Services and Facilities, Planning, Construction and Management Division for equipment and space. Participate as a member of the institution executive management team in executive staff sessions.
5%	Performs other related duties as required and assigned.
	KNOWLEDGE AND ABILITIES <i>Knowledge of:</i> Public health, mental health and health care services programs and trends; problems and procedures involved in establishing community relationships and assessing community health program needs and resources; preparation and planning for coordinated programs with local and Federal agencies, private agencies and health care providers; principles and methods of public administration including organization, personnel and fiscal management; methods of preparing reports; research and survey methods; methods and principles of medical care administration, disease and disability prevention, health promotion and medical rehabilitation; procedures, planning, implementation and monitoring of programs; design and plan for coordination of programs with Federal and local agencies; legislative processes; principles and practices of employee supervision, development and training; methods and techniques of effective leadership; Federal, State and local health programs, policies, objectives, and constraints; equal employment opportunity policies; principles and techniques of management and public administration; Federal, State and local standards, issues, policies and priorities related to health services financing, health services delivery, health promotion, disease prevention, and environmental factors impacting health; and health program administration, including program policy development, program planning and implementation, program evaluation, and use of supportive staff services; and formal and informal aspects of the legislative and regulatory process. <i>Ability to:</i> Assist in development of public health and health care projects; apply health regulations, policies and procedures; participate in monitoring and evaluating health programs and projects; gather, analyze and organize data related to health programs; analyze administrative problems and recommend effective action; speak and write effectively; act as program liaison with staff in other programs at the Federal, State, and local level; assist in planning, conducting and evaluating of field projects; recommend and take actions on a variety of health programs, project activities, staffing and budgetary processes; analyze proposed legislation, regulations and health program standards; provide consultation and technical assistance to local agencies; serve on task forces and committees as a program representative; supervise staff; manage a health program or project; establish and maintain priorities; effectively utilize available resources; apply and recommend changes in health regulations, policies and procedures; establish and maintain cooperative relations with a variety of governmental, educational and provider entities; effectively carry out equal employment opportunity policies; manage a major health program(s) or project; assume and demonstrate independent responsibility for decisions and actions having broad implications on a variety of complex health programs and project activities; work effectively with various health disciplines and community

agencies and lenders in coordinating health services and implementing health programs and in developing and interpreting health policies, regulations and procedures; negotiate and coordinate policy relationships with Federal, State and local agencies; utilize public administration methods including budgeting and personnel practices in achieving implementation of legislation and new health programs statewide; serve as a technical program expert to higher level management and represent the department's position before legislative committees and other State agencies; and manage a major complex health program; creatively utilize a variety of management techniques to resolve complex health issues and health program problems.

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 to perform during physically, mentally, and emotionally stressful and emergency situations encountered on the job without endangering their own health and well-being or that of others.

Persons appointed to this position may be reasonably expected to exert up to 20 pounds of force occasionally and/or a negligible amount of force frequently or to constantly 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.

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 HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE

SUPERVISOR'S NAME (Print)

SUPERVISOR'S SIGNATURE

DATE

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