

DUTY STATEMENT

CDCR INSTITUTION OR DEPARTMENT California Correctional Health Care Services		POSITION NUMBER (Agency – Unit – Class – Serial) 674-213-8338-002				
UNIT NAME AND CITY LOCATED Quality Management Support Unit		CLASSIFICATION TITLE Health Program Specialist I				
		WORKING TITLE Health Program Specialist I				
		COI Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	WORK WEEK GROUP 2	CBID R01	TENURE P	TIME BASE FT
SCHEDULE (WORKING DAYS AND WORKING HOURS) a.m. to p.m. (Approximate only for FLSA exempt classifications)		SPECIFIC LOCATION ASSIGNED TO Institution Quality Management Support Unit				
INCUMBENT (If known)		EFFECTIVE DATE				

YOU ARE A VALUED MEMBER OF THE CALIFORNIA CORRECTIONAL HEALTH CARE SERVICES' (CCHCS) TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE CCHCS TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND INGENUITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY, AND WITH RESPECT ARE CRITICAL TO THE SUCCESS OF CCHCS' MISSION.

PRIMARY DOMAIN:

Under the direction of the Institution Quality Management/Patient Safety (QM/PS) Health Program Manager III, the Health Program Specialist (HPS) I is a highly skilled, technical subject matter expert supporting the local QM/PS Programs and is a member of the institution Quality Management Support Unit (QMSU).

% 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. (Use addition sheet if necessary)
-----------------------------	--

ESSENTIAL FUNCTIONS**40%**

Serves as the local QM and PS highly skilled technical subject matter expert on policy and program requirements, as well as quality improvement concepts, techniques, and tools. Mentors staff in the use of existing improvement approaches, techniques, and tools. Assesses the institution's adherence to QM/PS Program requirements, identifies opportunities for improvement, and recommends strategies to improve performance.

Conducts regular patient safety surveillance to identify and address systems and processes that may place patients at risk for harm. Works with the local Patient Safety Committee (PSC) Chairperson to establish processes ensuring immediate risks associated with reported health care incidents identified through the electronic Health Care Incident Reporting (eHCIR) System are mitigated (e.g., unusual occurrences, medication adverse events, sentinel events), and trends are identified and presented to the PSC for further review, prioritization, and action.

Facilitates the design and implementation of quality and patient safety improvement initiatives, utilizing communication, teamwork, technical, and organizational skills, with minimal direction; uses project management skills and tools to organize and coordinate the work of multiple team members to successfully complete a variety of initiative tasks within established timeframes. Recommends and applies the most appropriate improvement approach for the issue at hand.

Leads project teams through structured improvement approaches, including Root Cause Analysis (RCA), process analysis and redesign, failure mode and effects analysis, Lean Six Sigma strategies, and other nationally-recognized improvement strategies. Designs, develops, and implements deliverables associated with quality or patient safety improvement projects, including user guides, checklists, tools, training and development, workflows, policies, and procedures. Researches best practices in the broader health care industry, at correctional health care

<p>30%</p>	<p>organizations, at other institutions, and care settings within the institution which can be recommended to improvement project teams for consideration. Collaborates with the Headquarters (HQ) QM/PS Program and regional teams on quality and patient safety initiatives as appropriate.</p> <p>Provides highly technical and programmatic expertise to support the local QM/PS Programs, including collaboration with local leaders responsible for running quality improvement committees and overseeing improvement activities, monitoring and maintenance of a local performance measurement and evaluation system, maintenance of an up-to-date Performance Improvement Work Plan that incorporates the highest-priority improvement initiatives, and application of quality improvement approaches, tools and techniques on a variety of high priority and complex assignments and projects to achieve institution performance objectives.</p> <p>Routinely reviews data from sources such as the Health Care Services Dashboard, Institution Scorecard, eHCIR System, Patient Safety Dashboard, local audits, and surveys and inspections to assess health care delivery system performance. Validates data used in performance evaluation; identifies and addresses data reliability problems, such as data entry errors that result in poor quality data. Identifies opportunities for improvement and prepares this data to be presented to the local Quality Management Committee or other subcommittee for review, prioritization and action, and lead or support follow-up activities to address the highest improvement priorities.</p>
<p>25%</p>	<p>Serves as the subject matter expert for RCA and facilitate RCAs, ensuring they are completed within timelines and meet Statewide Patient Safety guidelines for thoroughness and credibility. Ensures RCA Plans of Action make progress from month to month and are completed and/or resolved appropriately. Presents the progress of RCAs and RCA Plans of Action to the PCS or designated oversight subcommittee to ensure awareness of the progress of an RCA and allow opportunities for these groups to intervene if they deem appropriate. Identifies 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. Collaborates with the HQ QM/PS Program and regional teams on RCAs as appropriate.</p>
<p>5%</p>	<p>Performs other related duties as required.</p>

	<p>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.</p> <p>Ability to: 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.</p> <p>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.</p> <p>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.</p> <p>Involves sitting most of the time, but may involve walking or standing for brief periods of time.</p>	
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