

## UW HEALTH JOB DESCRIPTION

### Manager, Patient Safety

Job Code: 801039	FLSA Status: Exempt	Mgt. Approval: L. Haack	Date: August 2021
Department: Quality - Patient Safety		HR Approval: S. Whitlock	Date: August 2021

#### JOB SUMMARY

This position has overall responsibility for the supervision and development of staff who facilitate organization improvement and support safety across UW Health. The Manager, Patient Safety, will develop staff competencies, assess individual performance, evaluate program effectiveness and communication with key stakeholders. This position provides leadership to assure the use of disciplined improvement processes and tools, and performance measurement. The manager uses safety driven principles to support a just and reliable culture. The manager is responsible for monitoring project goals and milestones, achieving sustainable positive outcomes from improvement work, and for identifying opportunities to spread standardized best practices. This position directs the resources and activities of the organization to support the Safety programs. The manager will work closely with leaders across UW Health to understand strategic direction and priorities to promote Patient Safety.

#### MAJOR RESPONSIBILITIES

- Help monitor, assure, and coordinate Patient safety activities are in compliance with requirements of regulatory, accrediting agencies, ACO and other payer contracts identifying safety expectations. Identify and communicate need for corrective actions as appropriate.
- In collaboration with Regulatory roles, monitor Sentinel Event Alerts and facilitate team to analyze the safety of our organization based on the SE Alert information when needed.
- Responsible for working with Risk Management, legal counsel and others to create and ensure a robust process for monitoring, prevention, event mitigation, event reporting, and triaging.
- Work collaboratively with all levels of the organization including senior leadership to produce measurable improvements in patient safety in both process and outcome.
- Recommend and facilitate change within the organization to improve patient safety based on identified risks.
- Collaborate with Risk Management and leadership to develop and maintain a comprehensive UW Health safety event data collection and management system ensuring frequent data reports, analysis, and reporting of trends to UW Health Patient Safety Committee and other committees.
- Collaborate the development of policy and procedures effecting organizational safety. Translates safety policies, theories and strategies into action.
- In collaboration with the Director, responsible for building and implementing safety systems and the promotion of the culture of safety which are paramount foundations.
- Implement and evaluate a regularly scheduled Culture of Safety Surveys – frequency to be determined with leadership.
- Responsible for the RCA and Proactive Risk Assessment team process, including but not limited to initiating a team, creating, and communicating to the team, participation of teams, assuring standard reporting, meeting TJC Sentinel Event requirements and deadlines, ensuring team action items are completed, developing status reporting to RCA Subcommittee, and creating status reports for leadership committees.
- Administratively responsible for planning, management and implementation of patient safety initiatives across the organization, including TJC National Patient Safety Goals, among others, meeting milestones, deadlines, and deliverables that position UW Health as a patient safety leader, including education and communication plans.
- Provide support and guidance to the UW Health Resident Quality & Safety Council (RQSC).
- Help create, establish, maintain, and staff the UW Health Safety Committee.
- Staff and provide safety expertise to the RCA Subcommittee.
- Hire, train, develop, assess, and retain staff. Encourage and promote staff involvement and engagement.
- Contribute to the development of budgets.
- Lead selected organization improvement teams to stay current with skills.
- Enable teams across the organization to become experts at guiding their own improvement.

**ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.**

#### JOB REQUIREMENTS

Education	Minimum	Bachelor's degree in Business Administration, Health Care Administration, Nursing, Operations Management, Safety or other health related field
	Preferred	Master's Degree in Business Administration, Health Care Administration, Nursing, Master's in Public Health, or other health related field
Work Experience	Minimum	3 years of experience facilitating interdisciplinary improvement teams, applying quality improvement methods and tools and the ability to interpret and use data to

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		drive decision-making.
	Preferred	5 years of experience working in health care 3 years supervisory/management experience
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• Ability to apply safety and quality improvement methods and tools and the use of data to drive change.</li> <li>• Proven ability to achieve results.</li> <li>• Effective communication skills and a collaborative approach to problem solving.</li> <li>• Ability to work with leaders across disciplines, and clinical departments in inpatient and ambulatory settings.</li> <li>• Ability to lead teams.</li> </ul>

### JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

### PHYSICAL REQUIREMENTS

**Indicate the appropriate physical requirements of this job in the course of a shift.** *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
<b>X</b>	<b>Sedentary:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>
	<b>Light:</b> Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<b>Negligible</b> or constant push/pull of items of negligible weight
	<b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>	<b>Negligible-10#</b>
	<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>	<b>10-20#</b>
	<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>	<b>Over 20#</b>
List any other physical requirements or bona fide occupational qualifications:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.