Montgomery County Hospital District
Job Description

Job Title: Performance Improvement Specialist
Department: Office of the Medical Director
Reports To: Assistant EMS Director
FLSA Status: Non Exempt

SUMMARY
The Performance Improvement Specialist is responsible for administration of the quality improvement program.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following.

Design, implement, and administer a performance improvement system.

Within the Office of the Medical Director, work collaboratively to review system performance, benchmark against appropriate standards, and develop effective strategies to increase performance.

Monitor the national standard of care for applicable improvements.

Other duties as necessary that are reasonably consistent with the above.

SUPERVISORY RESPONSIBILITIES
This job has no supervisory responsibilities.

QUALIFICATIONS
To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Experience in root cause analysis, error reduction strategies, and process management.

EDUCATION and/or EXPERIENCE
Master's degree (M. A.) or equivalent; or four to ten years related experience and/or training; or equivalent combination of education and experience. Specialized training or experience in quality improvement, curriculum development, and pre-hospital care is required. Experience in customer service efforts within an organization is preferred.

COMPUTER SKILLS
Proficient word processing, database, and spreadsheet skills required. Basic Email and internet skills required. A basic understanding of medical databases and data reporting and analysis is required.

LANGUAGE SKILLS
Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to top management, public groups, and/or boards of directors. Experience authoring professional or academic publications preferred.

MATHEMATICAL SKILLS
Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY
Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

INTERPERSONAL
Demonstrates effective leadership, human resource development, customer service, and project management skills. Documentation of Conflict Resolution and Diversity Training preferred.

CERTIFICATES, LICENSES, REGISTRATIONS
Current Texas Drivers License required.
Remain insurable by the current insurance vendor of MCHD.
Experience as a Registered Nurse or Paramedic.
CPHQ (or similar) and Six Sigma (or similar) training preferred.

PHYSICAL DEMANDS
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to use hands to finger, handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and talk or hear. The employee is occasionally required to stand, walk, sit, and taste or smell. The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.

Employee will be required to drive fleet vehicle long and short distances.

WORK ENVIRONMENT The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently exposed to wet and/or humid conditions, outside weather conditions, extreme cold, and extreme heat. The employee is occasionally exposed to moving mechanical parts; high, precarious places; fumes or airborne particles; toxic or caustic chemicals; risk of electrical shock; risk of radiation; and vibration. The noise level in the work environment is usually moderate.