

JOB DESCRIPTION

1. JOB DETAILS

Job Title:	Nursing Quality Manager		
Work Location	Hospital		
Reports to:	Director of Nursing- Branch Level and Director of Nursing Standards of Care, Clinical Practice and Quality Outcomes- Corporate Level		
Dotted Line Report to:	-	Division:	Nursing
Grade:	16	Department / Department Code:	
Job Code:		Section/Unit:	
Approval Date		Renewal Date	

2. JOB OBJECTIVE

To carry out activities related to quality and safety that includes but not limited to investigation and reporting of incidents, performance improvement, quality control and monitoring, time motions, data management and reporting. Evaluate quality of patient care by rounding on patient care units regularly to determine if clinical standards of care and practice are met and intervene as needed. Educate and coach staff in quality improvement and safety practices.

3. JOB DIMENSIONS

Number of staff supervised:	Direct Reports:	0
	Indirect Reports:	0
	Total:	0

4. KEY ACCOUNTABILITIES

Description

Quality and Safety Management:

- Develop, implement and oversee quality improvement to ensure delivery of the highest quality patient care, optimal patient flow, productivity and continuity of care.
- Manage the quality management plan for nursing and monitor its effectiveness through benchmarking clinical and administrative indicators with national and international databases as well as collation of data across all SGHs.
- Facilitate the implementation of the annual improvement quality plan in a timely and proper manner to ensure wide staff participation and support for the process design and redesign.

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- Develop and implement appropriate action plans to promote patient centered care and correct identified deficiencies as needed. Ensure that quality improvement interventions are based on data collection and statistical analysis.
- Enculturate quality and safety standards to be embedded in the daily practice of nurses across all Saudi German Hospitals.
- Advertise for a culture of quality and safety in a just environment.
- Monitor the overall provision of care so as to identify the scope for and make improvements in standards and enhance quality.
- Round regularly on patients in all units to ensure compliance with regulatory standards and intervene when necessary.
- Ensure the application of patient safety, quality and environmental management policies, patient and family right policies, procedures and controls to ensure patient safety, legislative compliance, delivery of high-quality products/service and a responsible environmental attitude.
- Identify potential areas of improvement, to support an efficient and effective operation and contribute towards the continuous improvement of existing policies, processes and procedures by collating inputs from team, identifying and recommending improvements.
- Improve practice by initiating and reviewing policies using Evidence Based Practice.
- Assist nursing units in developing/identifying quality indicators relative to their practice.
- Analyse and report data, as required, in conjunction with the QI Reporting calendar and for continued recognition.
- Prepare and disseminate quality indicators reports, benchmarked either internally or externally (ex: National Database of Nursing Quality Indicators- NDNQI)
- Oversee incident reporting related to nursing, perform investigations, address concerned staff, and follow-up on action plans.
- Introduce and oversee evaluation of new products related to patient or staff safety.
- Prepare reports, recommendations and alerts based on analyzed data.
- Conduct time motion studies on demand.
- Conduct records reviews and identify trends, deficiencies, and areas for improvement.

Education and Training:

- Provide educational support to all nursing staff in regard to quality and safety, accreditation standards and other regulatory standards.
- Plan and conduct quality related workshops/courses/sessions to nursing staff.
- Ensure that a comprehensive specialty-based orientation program is conducted for all new nursing personnel across all Saudi German Hospitals with emphasis on patient safety, quality, occupational health safety, and infection control in collaboration with concerned discipline.
- Oversee the use of the FOCUS-PDCA model for process design and redesign, as selected by the hospital Performance Improvement program to perform unit level performance improvement projects.
- Assess staff knowledge of standards of nursing care and practice during rounds and audits.

Miscellaneous:

- Participate in research studies and performance improvement projects as needed.
- Perform other related duties or assignments as directed by the Director of Nursing Standards of Care, Clinical Practice and Quality Outcomes.
- Manage compliance with bylaws, rules, and regulations adopted by the Kingdom of Saudi Arabia and by SGH.
- Apply the American Nurses' Association Nursing Administration Scope and Standards of Practice.
- Maintain professional growth and development to keep abreast of the latest trend of work scope.

5. COMMUNICATIONS & WORKING RELATIONSHIPS

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Internal:	<ul style="list-style-type: none"> Nursing division SGH department and branches
External:	<ul style="list-style-type: none"> Service Providers Patient, Families and Patient attendants

6. QUALIFICATIONS AND EXPERIENCE

Entry Qualification	Specialization	Minimum Experience
PhD		NA
Masters	Master of Science in Nursing or related field	Preferred
Bachelor	Bachelor of Science in Nursing	5 years as a Staff Nurse
Diploma		NA
High School		NA

Other Specifications (Please mention mandatory/preferred certifications, licenses and registration required for this position):

- Registered Nurse (RN) license required
- All Qualification must be accredited by SCFHS

7. COMPETENCIES

Core*	Level 1	Level 2	Level 3	Level 4
Collaborates		Advanced		
Ensures Accountability		Advanced		
Plans and aligns		Advanced		
Drives Results		Advanced		
Customer Focus		Advanced		
Decision Quality	Advanced			
Manages Conflict	Advanced			
Strategic Mindset	Advanced			
Technical*		Level 1	Level 2	Level 3

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*The Behavioral and Technical competencies are to be filled in by SGH based on the level

8. VERIFICATION

The position holder and hiring manager have read and discussed the job description and agree that it accurately describes the position.

Position Holder	Line Manager	Corporate Organization Development
NAME:-	NAME:-	NAME:-
ID:-	ID:-	ID:-
Date	Date	Date
SIGNATURE	SIGNATURE	SIGNATURE