

DEPARTMENT OF MENTAL HEALTH & ADDICTION SERVICES

**JOB OPPORTUNITY
QUALITY ASSURANCE MANAGER**

[PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!](#)

Open To: Candidates on current exam list or lateral transfer

Location: CONNECTICUT VALLEY HOSPITAL – Administrative Support Services Division
Compliance and Risk Management - Middletown, CT

Job Posting No: CV-104602

Hours: 1st shift ~ Monday through Friday ~ 8:00 a.m. to 4:30 p.m. ~ 40 hours weekly

Salary: \$72,741.00 Annually

Closing Date: August 20, 2013

Eligibility: This is a competitive classification. State employees currently holding the above title or those who have previously attained permanent status or candidates who have applied for and passed the Quality Assurance Manager examination, and therefore, on the current certification list promulgated by the Department of Administrative Services for this classification may apply. **Applicants will not have the opportunity to take the exam prior to the above closing date to qualify for this particular vacancy.**

Duties may include but not limited to: The Quality Assurance Manager independently plans, coordinates, and implements activities to assess the quality and safety of hospital processes and patient care. Develops and evaluates goals and objectives of performance improvement (PI) projects, consistent with the hospital's mission and priorities.

Interprets Joint Commission Standards and Centers for Medicare and Medicaid Services Conditions of Participation impacting PI, Risk Management and Safety activities and designs projects to evaluate performance. Participates in continuous survey readiness activities including qualitative record reviews and mock survey activities and develops educational materials for staff.

Leads PI projects and teams and serves as expert resource for staff, departments and committees. Effectively utilizes PI tools and techniques, including but not limited to Root Cause Analysis, Failure Mode & Effects Analysis, statistical process control, data analysis and process redesign. Identifies and defines indicators, establishes baselines, thresholds and sample sizes, performs data and statistical analysis, identifies patterns, trends and variances in performance and prepares graphs, charts and summary analysis reports. Conducts trended analysis of incident and safety data, including factors contributing to critical incidents, to inform hospital policy regarding systems issues impacting patient safety and quality of care.

Develops and oversees the implementation of corrective action plans, ensuring timely implementation, evaluation and modification as warranted. Maintains thorough documentation of all PI activities and projects.

Note: Applicants will be selected in accordance with reemployment, SEBAC, transfer, promotion, collective bargaining unit contract language, merit employment lists and DMHAS affirmative action goals. Therefore, State employees will generally be considered before applicants from outside State service.

To be considered for this position as a successful exam list candidate: All applicants must complete a State Employment Application for Employment (CT-HR-12) with the position number listed at the bottom of the first page of the application. Resumes and Curriculum Vitae can be provided as supplemental information but will only be accepted if attached to a fully completed application.

We request that your application for this position be sent as directed below during the posting period.

PLEASE SEND APPLICATIONS TO:

Joann K. Castaldo, Human Resources Associate
Connecticut Valley Hospital, Human Resources
P. O. Box 351, Middletown, CT 06457

Fax: (860) 262-5055

Email: Joann.Castaldo@ct.gov

The State of Connecticut Application for Examination or Employment (CT-HR-12) and postings can be found on the DMHAS website at www.ct.gov/dmhas/employmentopportunities

AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYERThe State of Connecticut and the Department of Mental Health and Addiction Services are equal opportunity/affirmative action employers. Women, minorities and persons with disabilities and in recovery are encouraged to apply.