JOB DESCRIPTION

Job Title: Quality and Patient Safety Coordinator

Department/Section: Relevant Clinical Department (Medicine, Surgery, Quality, etc.) / Program

Reports To (title): Director of Clinical Department / Program Manager

Position Summary:

The Quality and Patient Safety Coordinator supports the department / program leadership, education, and project management in the designated department / program to improve quality, operational clinical initiatives, promote innovation, and identify / develop best practices for clinical excellence, service excellence, and patient safety.

This role will coordinate with others toward process improvements that will support the reduction of clinical errors and other factors that contribute to unintended adverse patient outcomes. The incumbent provides leadership for safety assessments, coordinates the activities of the performance improvement committee, educates other practitioners on system-based causes for medical error, consults with management and staff, and communicates literature-based ideas regarding effective safety and performance improvement strategies to others within the organisation.

The coordinator operates within standardised procedures and precedents under the supervision of the department director/ program manager. The incumbent shall be subject to generally regulated routines, practices, and procedures and be subject to supervisory control and review.

Principal Accountabilities

- Monitor clinical process and outcomes and system issues related to quality of patient care in the related discipline/program (i.e., trauma, etc.)
- Conduct chart reviews and clinical audits for the relevant discipline/program
- Provide and monitor written communication for performance improvement activities
- Identify and investigate performance improvement events, opportunities, trends and sentinel events
- Help outline remedial actions while maintaining confidentiality
- Participate in performance improvement committees
- Produce meeting minutes performance improvement committees
- Provide staff education on performance improvement topics
- Assist in the development of clinical practice guidelines
- Assist in data collection
- Assist in protocol design for accurate data collection, feedback, and analysis
- Perform other duties as required within the applicable scope of practice and policies

Knowledge, Skills and Experience

Education
Minimum: Bachelor’s Degree in Medicine, Nursing or Allied Health
Preferred: Master’s Degree in Medicine, Nursing or Allied Health
Experience
Minimum: 4 years healthcare experience; 2 years in the relevant discipline/program (i.e., trauma)
Preferred: 5+ years healthcare experience; 2 years in the relevant discipline/program (i.e., trauma)

Required Certification or Licensure or Registration: Valid clinical license from home country, License to practice in Qatar
Preferred: Advanced clinical license (i.e., ACTN)

Language Skills: English mandatory and Arabic preferred

Computer Skills: Microsoft Office skills, including MS-Outlook. Competent database management skills

Key Competencies:
- Teamwork
- Problem Solving
- Excellent Communication Skills

Problem Solving / Decision Making:
- Ability to think in situations requiring a significant degree of judgment to analyse, evaluate, and arrive at conclusions
- Use freedom to think within generally defined policies, procedures, and goals under the guidance of the Director of the relevant department/program