



## **NURSING SERVICES - POSITION DESCRIPTION**

**POSITION TITLE:** Quality Improvement Coordinator

**JOB CATEGORY:** Nursing

**QUALIFICATIONS:**

Bachelor Degree in Nursing/Diploma in Nursing with appropriate years of experience as per Minister's Cabinet Decree # 10 (1975) and/or Decree # 9 (1975).

Preference to be given to nursing staff with specialty training/education in quality management.

Maintains valid registration in Country of Origin and in UAE.

**ACCOUNTABLE TO:** Director of Nursing

**REPORTS TO:** Chairperson of Quality Improvement Committee

**ORGANIZATIONAL RELATIONSHIP:**

Collaborates with multidisciplinary healthcare team members.

**1. POSITION SUMMARY**

- 1.1 To plan, coordinate and implement continuous quality improvement educational activities to attain high quality client care.
- 1.2 To provide training and monitor the implementation of quality improvement policies and procedures in the facility.

**2. KNOWLEDGE, SKILLS, ABILITIES**

- 2.1 Ability to plan, develop and organize work.
- 2.2 Knowledge of evaluation and assessment techniques.
- 2.3 Knowledge of current trends, issues and researches in Quality Improvement.
- 2.4 Ability to work with people as an effective member of a team.
- 2.5 Ability to identify and initiate new QI program projects.
- 2.6 Understanding of the diverse cultural customs and religious beliefs of the clients.
- 2.7 Ability to communicate effectively in English.
- 2.8 Arabic language is desirable.

### **3. RESPONSIBILITIES**

- 3.1 Ensures employees' complete awareness of the quality system and orientates new employees to the system.
- 3.2 Keeps the original copy of the quality goals and ensure these goals are approved and distributed to all concerned units and administrations.
- 3.3 Ensures employees' complete awareness of the vision, mission and goals of the facility.
- 3.4 Provides guidance to the staff, counsels them in quality improvement activities and patient safety programs.
- 3.5 Keeps the approved original copy of quality manual and procedure manual.
- 3.6 Keeps a copy of the nursing procedure manual with an index that clarifies the number of each procedure and update the index when changes are made to the procedures.
- 3.7 Distributes copies of the quality and procedure manual to all nursing units/wards.
- 3.8 Modifies the procedures as required, approves them, re-distributes them and withdraws the old copies.
- 3.9 Keeps records which clarify the procedure's name and the paragraph number of the modified procedure.
- 3.10 Keeps a list of the forms used in the facility and the place where these forms are kept.
- 3.11 Ensures nursing quality standards and approved criteria reach all nursing staff in all units/wards.
- 3.12 Participates and assists in the organization of regularly scheduled management review meetings.
- 3.13 Designs schedules to conduct internal audits to identify discrepancies and areas of improvement.
- 3.14 Prepares a list of discrepancies to be presented during management review meetings.
- 3.15 Follows up the achievement of objectives and maintain records which clarify the objectives that are met and the objectives that are not met with the corrective action plans.
- 3.16 Maintains confidentiality of the internal audit reports.
- 3.17 Conducts customer satisfaction surveys, analyzes the data to measure the client and staff satisfaction, keeps records of the results and forwards copy of the results to the chairperson of Quality Improvement Committee and Director of Nursing (DON).
- 3.18 Keeps a list of customer complaints and follows the corrective actions initiated by the concerned administrations.
- 3.19 Generates regular reports regarding the facility quality control practices, achievements and possibility of improvement, and forwards copy of them to Chairperson of Quality Improvement Committee and DON.
- 3.20 Participates in the planning, coordination and presentation of specific training and educational programs as appropriate to Quality Improvement needs of the facility or service.
- 3.21 Participates in other facilities internal audit.
- 3.22 Participates in conferences, workshops, symposiums and lectures related to quality management.

- 3.23 Initiates emergency, safety practices and fire safety measures as appropriate.
- 3.24 Maintains appropriate MOH Nursing Competencies in line with Federal Department of Nursing Competency Guidelines and continues personal professional development.
- 3.25 Performs other job-related duties as assigned.

***I have read and understood my Position Description. I understand that these responsibilities may be modified to meet arising issues in the health facility.***

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Employee**

**Name (Print):** \_\_\_\_\_

**Employee**

**Facility Name:**  
**Approved by:**  
**Signature:**  
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