

JOB SPECIFIC PERFORMANCE PLAN

Position: Lead Quality Assurance Technologist **JobCode:** 4954

Division/Department: Breast Health Services

Job Summary: Oversees all regulatory compliance issues, including all aspects of the Mammography Quality Standards Act as it is defined by the FDA and ACR. Responsible for preparation for federal inspections and ACR accreditation. Responsible for coordination of tasks and documentation for Quality Assurance (Quality Control and Medical outcomes). Carries out all responsibilities in accordance with the organization's core values, applicable policies, procedures, and civil laws, the Corporate Responsibility Program

1. Coordinates activities/tasks to maintain compliance with the mammography quality Standards act (MQSA), as directed by the FDA.
 - a. Knowledge of information in Federal Register and other documents related to the regulations are current and complete.
 - b. Inquiries to and responses from the FDA are documented and filed in an organized manner.
 - c. Quality Control testing and documentation is complete and accurate, as stipulated by the regulations.
 - d. Quality Assurance (patient follow-up) documentation is complete and accurate, as stipulated by the regulations.
 - e. Education of staff members is performed via handouts, videos, in services, etc. to assure all applicable staff is competent in the performance of the required procedures.
 - f. Annual FDA inspection is conducted in a professional and consistent manner. This includes appropriate preparation for the inspection.
 - g. All matters of significance are communicated to the manager and/or lead interpreting physician in a timely manner.

2. Coordinates activities/tasks to maintain accreditation with the American College of Radiology (ACR).
 - a. Daily, weekly, monthly and quarterly testing and documentation is complete and accurate as required by the ACR.
 - b. Film quality is reviewed with the radiologists on a regular basis to assure the highest level of quality.
 - c. Delegated Quality Control (QC) duties are monitored and education of the staff is supported as necessary.
 - d. Annual ACR update is completed in a timely and accurate manner.
 - e. The three-year re-accreditation process is conducted in a professional and efficient manner, utilizing assistance from physicians, technical and clerical staff as needed.
 - f. Physician and staff credentialing records are updated on a regular basis, maintaining the required information for the ACR.

3. Functions as a liaison for Breast Health Services.
 - a. Physicians' relations maintained at a high level as reflected by physician comments.
 - b. Communications with the FDA and ACR are conducted in a professional and courteous manner.

- c. Communications with the physicist, service engineers, vendors and other involved in QC/QA are conducted in a courteous manner.
 - d. Fosters an atmosphere of education and growth for the staff requiring more knowledge in QC/QA.
4. Performs high quality technical procedures necessary for the efficient operation of Breast Health Services.
- a. Proper exposure factors are utilized to produce high quality radiographs as reflected by repeat rate.
 - b. Administration of contrast material and/or medication carried out under physician guidance using proper technique based on the Technologist's experience level.
 - c. All exams, including those requiring the Technologist to assist a physician, are performed using sterile technique, when applicable, and universal precautions.
 - d. Support duties are performed consistently with minimal error rate according to departmental guidelines.
5. Quality patient care is maintained consistent with the mission of the Health System.
- a. Patient condition monitored during all phases of procedure per exam protocol with special care taken to insure patient emotional and physical well-being.
 - b. All applicable patient and procedure data is documented consistently and correctly for operations requirements in accordance with Medical Center, departmental and Federal Medicare and FDA guidelines.
 - c. Procedure is adequately explained to patients to maximize patient comfort and cooperation.
 - d. Patient information is relayed in a professional and courteous manner to the family, visitors and physicians' offices as required.
 - e. Discretion and confidentiality considerations are properly adhered to as defined by Health Center policy.
 - f. Radiation protection devices are employed per department and regulatory guidelines and safety concerns are reported to the appropriate individual immediately per departmental policy.
6. Maintains educational and employment requirements according to Health System and regulatory agency guidelines.
- a. Health System mandatory education maintained in accordance with Health System and departmental policy.
 - b. CPR education and other applicable patient monitor training maintained as required by exam protocols and Health System guidelines.
 - c. Continuing education units maintained as required by state and federal regulations (FDA-MQSA).
 - d. Mandatory annual health screening completed as required by Health System policy.

- 7. Provides clinical education for the students of the Medical Sciences Programs. Accepts personal responsibility for professional practice by adhering to standards of the profession.**
 - a. Instructs student on proper utilization of mammography equipment.**
 - b. Instructs student on film processing and loading/unloading film magazines utilizing daylight processing.**
 - c. Instructs student in proper uses of radiation protection devices.**
 - d. Instructs student on appropriate mammography positioning and technical factors to produce high quality images.**
 - e. Instructs student in appropriate communication skills with emphasis on emotional support of patient.**
 - f. Instructs student on basic quality control guidelines and responsibilities as provided by Mammography Quality Standards Act.**