

Job Description / Performance Appraisal

Title: Quality/Education/Safety Coordinator
Department: Radiology
FLSA Status: Exempt

PURPOSE

To perform, monitor, and document quality control, education and safety activities to achieve and maintain compliance with all state and federal regulations applicable to Radiology.

PATIENT POPULATION SERVED

N/A

Physical Conditions

- Frequent lifting of weights up to 20 lbs. And lifting/carrying of objects up to 10 lbs. Infrequent lifting of 50 lbs. Maximum.
- Travel throughout the facility campus. General hospital office environment with exposure to chemicals, radiation, and pathogens. Heavy machine concentration such as personal computer, fax, copier and phone.
- Exposure to changing weather conditions, i.e. heat, cold, rain, snow. Off-site travel for business functions.

Knowledge, Skills and Abilities

- Must show evidence of job-specific competencies
- Successful completion of an AMA approved school of radiologic technology program leading to an A.S. Degree or Diploma. Bachelors Degree preferred.
- Self-motivated showing initiative to follow through on projects for timeliness and completeness.
- One to Three years experience in a management or supervisory position preferred.
- Computer proficiency in Word, Excel, PowerPoint, and Internet access and navigation required.

Reporting Relationships

Supervised by: Director of Radiology

Supervises: N/A

Approvals

Human Resources

Date

Department Manager

Date

Administration

Date

Name: _____

Position: _____

Performance Rating

Rate the standards according to this scale:

- 1 – Needs Improvement
- 2 – Meets Expectations
- 3 – Exceeds Expectations
- 4 – Outstanding

Methodology Used

Indicate method used to evaluate the standards as follows:

- 1 – Module/post test
- 2 – Observation
- 3 – Observation/documentation review
- 4 – Other

Section I - Job-Specific Functions

Job Function

1. Provides continuing education for staff.

Performance Standard

Facilitates various continuing educational opportunities for staff on a monthly basis. Provides educational offerings that offer category A and B credits for ARRT licensure renewal. Is responsible for documentation of required inservices and mandatory educational requirements.

Performance Rating _____ Methodology Used _____

Rating Justification _____

Job Function

2. Achieves and maintains compliance with all state and federal rules and regulations in the areas of quality, education, and safety for the radiology department.

Performance Standard

Performs routine (at least monthly) Safety and Quality inspections of all radiology areas. Checks for Safety, Quality, and Environmental issues such as expired medications/supplies, glove usage by staff, proper infection control practices, appropriate storage under sinks, proper documentation of quality checks (crash carts, drug boxes), etc. Quizzes staff on JCAHO standards and educates as necessary. Prepares staff fully for regulatory agency surveys. Brings issues found to the attention of area Leads and department management. Ensures that issues are resolved and documented. Attends monthly staff meetings and presents appropriate information to staff regarding quality, safety, and education. Is viewed as the department expert on quality.

Performance Rating _____ Methodology Used _____

Rating Justification _____

Job Function

3. Develops a comprehensive QA/PI program for Radiology.

Performance Standard

Works with the Director of Radiology and Chief Radiologist to develop an annual QA/PI calendar and develop meaningful indicators and areas for focus. In conjunction with the radiology business manager, collects data and trends for key areas. Reports data to staff on a monthly basis and to the performance improvement department on a quarterly basis. Works with managers and leads to effect change. Notifies Risk Management of issues when appropriate and follows through on investigations. Benchmarks with other organizations to establish best practices and drive the change process internally. Acts as a receptacle for data from Mammo department. In conjunction with radiology business manager, analyzes data as needed and makes recommendations for improvement.

Performance Rating _____ Methodology Used _____

Rating Justification _____

Job Function

4. Develops and implements a film QA program within radiology.

Performance Standard

Takes existing Film QA plan and implements immediately. Samples 25 studies for each technologist and reviews findings with each individual. Establishes review panel to assist in analysis. Utilizes data to improve quality. Ties in quality to each technologist's annual evaluation. Also ties in PACS database errors into technologists performance evaluations. Develops method to trend repeat analysis.

Performance Rating _____ Methodology Used _____

Rating Justification _____

Job Function

5. Acts as safety representative for radiology. Maintains compliance with all state and federal regulations for radiation and radiation equipment throughout the facilities.

Performance Standard

Represents radiology on all committees pertaining to safety within the organization. Maintains current state registration for all x-ray equipment within radiology. Works with physicist to obtain annual x-ray inspections and quarterly nuclear medicine inspections. Notifies management and provides action plans on any deficiencies noted. Approved action plans are put into place within one week. Monitors personal dosimetry radiation exposure levels for staff and sends out ALARA notification letters when needed. Counsel employees on radiation safety practices as necessary. Maintains personal dosimetry records.

Performance Rating _____ Methodology Used _____

Rating Justification _____

Job Function

6. Participates in special projects or performs other duties as assigned.

Performance Standard

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Assumes accountability at required meetings as evidenced by attendance and participation. Completes assignments in specified time frame. Completes monthly projects and reports on time without prompting. Works independently. Performs other duties as assigned.

Performance Rating _____

Methodology Used _____

Rating Justification _____

Section II - Service Excellence Standards

A. SAFETY: I maintain a safe environment for patients, guests and co-workers.

- I follow policies and procedures without taking shortcuts.
- I act quickly when anyone's physical safety and well-being are at risk
- I protect people from slipping and make sure spills are cleaned up appropriately
- I wash my hands to protect myself and others from infection
- I take faulty equipment or furniture out of service and call the appropriate department for repairs
- I keep fire exits and walkways clear

Performance Rating _____

Methodology Used _____

Rating Justification _____

B. COURTESY: I treat patients, guests and co-workers with respect.

- I acknowledge others, make eye contact and smile
- I introduce myself and my role when meeting new people
- I honor others' need for and right to privacy and confidentiality
- I inform others of wait times and delays
- I give directions and escort people whenever possible
- I observe meeting, elevator, telephone and email etiquette
- I conclude interactions by asking if there is anything more I can do to help.

Performance Rating _____

Methodology Used _____

Rating Justification _____

C. TEAMWORK: I work with all members of the NEMC family to create a seamless experience for our patients, guests and co-workers.

- I strive to do my job right the first time
- I coordinate my work and cooperate with others to get the job done efficiently
- I ask for help when I need it and offer help when possible
- I follow through on commitments I make to others
- I treat co-workers as professionals and recognize their expertise
- I show my appreciation for a job well done

Performance Rating _____

Methodology Used _____

Rating Justification _____

D. IMAGE: I present a professional appearance and keep my workplace clean and organized.

- I dress in a professional manner according to the image policy
- I wear my badge so it can easily be read by others
- I maintain good personal hygiene
- I reduce clutter by placing items where they belong
- I pick up litter and dispose of it properly
- I clean up dirty areas and notify the appropriate department for additional service when needed
- I clean up after myself

Performance Rating _____

Methodology Used _____

Rating Justification _____