Project Manager – Missouri Center for Patient Safety

Summary

The project manager will work within a team setting to develop, implement, and evaluate patient safety projects undertaken by the Center within various health care settings. Management of projects will include client interactions, budgeting, education and training, contract management, communication, evaluation and trouble shooting of activities within the assigned projects. Duties shall include the analysis, planning, re-design, implementation, evaluation, and documentation of various patient safety strategies incorporated within the projects. The project manager shall be primarily responsible for PSO client management activities, as well as management of other assigned projects and participating in other project teams as assigned.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

Contribute to the development, performance, and evaluation of the Missouri Center for Patient Safety projects and activities.

Develop and provide education and training activities within assigned projects.

Develop and mentor projects teams working with the Center on assigned projects.

Identify opportunities to involve diverse health care providers and other stakeholders in MOCPS activities.

Assist in the development, review, and tracking of assigned projects and respective improvement plans and activities.

Contribute to the development and dissemination of provider/collaborative feedback materials such as project data reports and best practices.

Contribute to the development of presentations, training materials, project intervention strategies and materials, and communication strategies to promote the activities of the MOCPS.

Prepare pertinent project documentation for submission to granting agencies or other organizations to which the MOCPS is accountable.

Develop and maintain files, databases, and reports as required for assigned project activities.

Complete ongoing activity reports regarding assigned areas of responsibilities within expected time frames.

Represent the MOCPS on assigned work groups and in meetings with statewide stakeholders, including providers, associations and state agencies.

Facilitate and/or coordinate external meetings as related to assigned projects such as advisory
groups, provider and practitioner staff meetings, collaboratives, and coalitions.

Develop articles on related topic areas for both in-house and external publications.

Work with MOCPS staff, consultants and work groups as assigned to support the MOCPS activities.

Be an active member of the MOCPS team working to achieve established goals and objectives of the MOCPS.

**Supervisory Responsibilities**

This job has no supervisory responsibilities.

**Competencies**

To perform the job successfully, an individual should demonstrate the following competencies:

**Analytical** - Synthesizes complex or diverse information; Uses intuition and experience to complement data; Designs work flows and procedures.

**Design** - Generates creative solutions; Uses feedback to modify designs; Demonstrates attention to detail.

**Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

**Project Management** - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.

**Customer Service** - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments

**Interpersonal Skills** - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

**Oral Communication** - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

**Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Visionary Leadership - Displays passion and optimism; Inspires respect and trust; Mobilizes others to fulfill the vision; Provides vision and inspiration to peers.

Change Management - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

Delegation - Provides recognition for results.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

Managing People - Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products and services.

Business Acumen - Understands business implications of decisions; Displays orientation to profitability; Aligns work with strategic goals.

Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.

Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment.

Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Completes tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Strategic Thinking - Develops strategies to achieve organizational goals; Adapts strategy to changing conditions.

Judgement - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes
obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Develops realistic action plans.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience**
Bachelor’s Degree in business, management and/or healthcare-related area required. Master’s degree preferred.

Experience working in a clinical health care setting, including working knowledge of compliance, safety and risk management activities required.

Experience in project management required.

Experience in working successfully with various types of organizations and individuals.

Experience making presentations, teaching and evaluating systematic processes and activities.

Language Skills

Ability to read, analyze, and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to top management, public groups, and/or boards of directors.

Mathematical Skills

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills

To perform this job successfully, an individual should have knowledge of Microsoft Access (preferred) Database software; Internet software; Microsoft Excel Spreadsheet software; Microsoft PowerPoint Presentation software; Microsoft Word; and E-Mail software. Proficiency in using Internet and E-Mail software also required.

Certificates, Licenses, Registrations

Certified Professional in Healthcare Quality (CPHQ), Certified Professional in Healthcare Risk Management (CPHRM), or Certified Professional in Healthcare Administration (FACHE) preferred.

Other Skills and Abilities
Salesmanship skills that include the ability to influence individuals and groups to assist in improving the safety of health care delivery.

Excellent interpersonal skills required.

Excellent written, verbal, and presentation skills required.

Excellent organizational and time management skills required.

Other Qualifications

Must be a team player and be able to work with and through others to achieve individual program and overall group objectives.

Must be able to maintain a flexible work schedule to meet the demands of the position. Hours may be long and irregular and include occasional evening and weekend work.

Must be able to function independently and deliver quality work in an efficient and timely manner with a minimum of oversight.

Must be willing and able to travel independently and extensively within the state of Missouri 60 percent of the time.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to walk. The employee is occasionally required to stand; climb or balance and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, depth perception and ability to adjust focus.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently exposed to outside weather...
conditions. The noise level in the work environment is usually moderate.

For more information and to view benefits, please visit the Primaris website:

http://www.primaris.org/corporate/jobs.asp#listing2

Applications must be received on or before 12/15/2009. EOE.