

## Quality Leadership Group--Overview of Roles and Responsibilities

**Executive Sponsor:**

**Business Owner(s):**

**Project Manager:**

### **Role of Project Manager**

Manages project scope and issues

Builds the project charter and keeps objectives on timeline

Manages communication—minutes, project plans, action items, etc.

**Project Facilitator:**

### **Role of Facilitator**

Assists group in defining goals and objectives

Assists in determining needs and creating plans

Provides efficient processes

Keeping on track (we will have a “parking lot” for issues to be dealt with at a later date)

Captures ideas, issues and plans

Helping group understand its own processes

Assists group in functioning effectively and achieving exceptional performance

**Group Members:**

**Role of Group Members:** positive and active participation in meetings and program development initiatives, timely completion of assignments, sharing of information with co-workers, represent the program in a positive and pro-active manner.

### **Ground Rules**

\*A set of rules created by group members with which they mutually agree to govern themselves.

1. Respect
2. No titles, just experience and knowledge
3. No blaming
4. No cant's
5. No wrong answers
6. Move from me to we
7. Safe zone: nothing leaves the room

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### Business Need/Opportunity:

The depth and breadth of the regulatory compliance and quality department initiatives provide a strong impression of Home Health Foundation to its customers and employees. These initiatives are key in moving the organization forward in a manner that promotes effectiveness and efficiency of services while we maintain excellent customer satisfaction. The changing regulatory landscape creates a climate that may be difficult to manage change within. At the core of the Quality Leadership team is the goal of ensuring the right care is provided to the right patient in the right manner while protecting and enhancing revenue.

### Project Objectives:

Re-structure the Quality Department to enhance activities to dynamically engage employees in all business lines and units to be part of the HHF culture focused on caring and quality.

1. Review, revise, and further develop content of the Regulatory Compliance and Quality program that is pertinent to all employees which focuses upon Foundation core values and required elements.
2. Integrate all regulatory compliance, quality and risk management activities across business lines and units.
3. Enhance complaint management process.
4. Enhance incident reporting and management process.
5. Enhance project management skills.
6. Establish consistent framework for Performance improvement Process change and management.
7. Establish consistently executed auditing and monitoring plan for regulatory compliance and quality activities across business lines and units.
8. Establish risk assessment processes and planning processes across regulatory compliance, patient safety, quality monitoring and staff education systems.
9. Enhance education and training systems across all business lines and units to encompass regulatory and clinical competency based education.
10. Integrate Competency development and assessment into Quality activities.
11. Establish a sustainability plan.