



POSITION DESCRIPTION

Senior Director of Quality, Patient Safety & Clinical Informatics

Reports to: VP of Patient Care Services/CNO Position Status: Exempt

Supervises: Employee Health Manager, Infection Prevention Manager, Clinical Informatics Team Effective Date: 12/1/2025

GENERAL SUMMARY

This senior leadership role provides strategic direction and enterprise-wide oversight for Quality, Patient Safety, Regulatory Compliance, Employee Health, Infection Prevention, Clinical Informatics, and Health Information Management. The position aligns people and patient initiatives with organizational goals, fosters a culture of equity, diversity, inclusion, and belonging, and leads the organization through innovative practices and strategies. The incumbent serves as a subject matter expert, consultant, and resource, driving high reliability and continuous improvement across the enterprise.

DUTIES AND RESPONSIBILITIES

Strategic Leadership & Planning

- Develop and implement enterprise-wide quality, patient safety, and regulatory compliance initiatives that influence patient care outcomes and ensure adherence to applicable standards.
- Contribute to organizational strategy and make key decisions for successful implementation.
- Lead strategic planning for clinical informatics and health information management, including system implementation, training, and support.
- Manage complex, cross-functional projects under executive sponsorship.
- Develop operating and capital budgets, ensuring adherence to financial goals.

Operational Oversight

- Oversee multiple departments/business units, including Patient Safety, Quality, Regulatory Compliance, Employee Health, Infection Prevention, and Clinical Informatics teams.
- Facilitate cross-functional partnerships to achieve organizational goals and model national standards of care.
- Ensure regulatory compliance and maintain standards set by federal, state, local regulations, and industry guidelines.
- Supervise and audit coding activities and ensure timely, accurate data

submission to EQRS/CROWNWeb.

- Develop and implement standardized management processes across all facilities.

Team Development & Leadership

- Build and develop high-performing teams, providing resources, mentorship, and growth opportunities for succession.
- Lead staff meetings to drive engagement, increase awareness of priorities, and continuously improve performance.
- Foster a culture of accountability, teamwork, and visible leadership.
- Attract and recruit top talent, motivate team members, delegate effectively, and celebrate diversity.

Continuous Improvement & Innovation

- Promote a just culture of continuous improvement, critical thinking, and innovation.
- Incorporate evidence-based research into clinical practices and organizational initiatives.
- Identify workflow and process changes to enhance clinical information systems and user experience.
- Lead change management efforts and adapt swiftly to evolving organizational needs.

Customer Service & Professionalism

- Demonstrate good customer service and professionalism, including consideration, concern, confidence, and conduct.
- Maintain a professional appearance and establish teamwork and competency.

Core Competencies & Leadership Attributes

- Relationship builder with key stakeholder focus and excellent interpersonal skills.
- High level of self-awareness, empathy, and emotional intelligence.
- Ability to assess team capabilities, develop cross-functionality, and manage risk.
- Effective management of teams through change and ambiguity.
- Strong leadership skills, cross-functional relationship building, and hands-on business approach.
- Strategic planning, business development, and decision-making abilities.
- Outstanding analytical, problem-solving, and communication skills.
- Ability to inspire trust, followership, and create a sense of purpose for the team.
- Commitment to continuous improvement, open feedback, and self-reflection.
- Ability to prioritize and manage multiple areas of responsibility.

Physical and Job Conditions

- Ability to communicate effectively in English, both verbally and in writing.
- Physical activities include standing, walking, lifting, and operating office equipment.
- Must have strong visual acuity and hand-eye coordination.

- May require travel to facilities, hospitals, and patient homes (valid driver's license required).

Education and Experience

- Bachelor's degree in healthcare or related field required; Master's degree preferred.
- Proven experience in senior management within similar industries.
- Maintaining active specialty certification(s) relevant to the individual's field (e.g., Quality, Patient Safety, Nursing, Informatics, Regulatory, or related discipline), demonstrating advanced leadership competency and commitment to professional excellence.
- Minimum 4–5 years of experience in healthcare program management, clinical leadership, nursing, or patient safety/quality improvement.
- Demonstrated ability to work effectively in complex environments and lead cross-functional teams.
- Proficiency in advanced computer applications, including Microsoft Office suite, SharePoint, and clinical/data management software.

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not to be considered as an exhaustive list of all job tasks performed by people so classified.

REVIEW AND APPROVAL

VP of Patient Care Services/CNO

Date

Senior Director of People and Culture

Date

EMPLOYEE SIGNATURE

I acknowledge that I have received and reviewed a copy of the job description:

Employee Signature

Date