

Patient Safety Program Manager

(Location: Numerous – Listed Below)

Healthcare Team Training is a patient safety management and training company that specializes in team performance for civilian and military healthcare organizations. By combining our experience as the leading, worldwide provider of TeamSTEPPS™-Strategies and Tools to Enhance Performance and Patient Safety with our clinical and human factors expertise, we offer powerful solutions for safer patient care. Our highly experienced team of patient safety and teamwork professionals includes practicing physicians, surgeons, nurses, and anesthesiologists. The team's strengths include expertise in quality and performance improvement, simulation, education, e-learning, curriculum development, process engineering, research, statistics, coaching, safety, human factors and hospital operations.

SUMMARY:

Directs the establishment and operations of the Military Health System Patient Safety Program (MHS PSP) at the Military Treatment Facility (MTF) level and works closely with MTF leadership to promote a culture of safety throughout the MTF. Recommend and aid implementation of process improvements leading to the formulation of policies to affect safer care. Facilitate risk assessment at all levels of patient care. Institute mechanisms to determine level of assessment required. Categorize reported events into Near Miss, Actual Event and Sentinel Event. Work with credentials management and other departments to assess competency of Air Force Military Service (AFMS) personnel. Establish a mechanism to orient and educate staff on risk identification, risk assessment and risk control principles and practices. Facilitate facility-wide implementation of healthcare team training through various Department of Defense (DoD) training venues such as Train-the-Trainer, Train-the-Staff On-site and Awareness. Conduct Root Cause Analysis (RCA) on patient safety events to identify causal factors and establish action items to correct and/or improve processes and systems to eliminate or decrease the risk of the event re-occurrence.

- Plan, develop, implement and coordinate Patient Safety (PS) functions in accordance with Air Force and Department of Defense (DoD) directives
- Serve as PS resource and confer with personnel at all levels to develop and direct the program
- Conduct annual appraisal of the adequacy of organization-wide PS activities and policies
- Collaborate with other functions on items related to risk identification, assessment and control
- Ensure all events are reported according to Air Force and DoD instructions
- Collect, analyze and display data from facility event reviews, RCAs and other sources
- Collaborate with facility Risk Manager in managing daily event reports
- Collaborate with facility Process Improvement Manager on the use of analytical tools
- Develop, coordinate and present ongoing PS education in the form of new employee orientation, annual recurrent training, in-service training to all personnel and one-on-one consultations as necessary
- Maintain expertise in proactive approaches to enhance and sustain Patient Safety
- Manage the integration of the DoD healthcare team coordination into the organization

QUALIFICATIONS:

- Bachelor’s degree in nursing, healthcare administration or equivalent clinical health care degree.
- Familiarity with Accreditation Association for Ambulatory Health Care (AAAHC) and The Joint Commission as well as other related civilian accreditation of healthcare organization programs and MHS inspections
- Knowledge and experience with RCA and Failure Mode and Effect Analysis (FMEA)
- Proficiency in Microsoft suite of tools to include Access, Excel, Visual Basic and SQL with experience in relational databases and visual report design tools
- Ability to multi-task with attention to detail
- Effective written and oral communication, public speaking and interpersonal relationships
- Military healthcare experience a plus

LOCATIONS:

<ul style="list-style-type: none"> • San Antonio, TX • Washington, DC (3) • Shreveport, LA • Goldsboro, NC • Minot, ND • Tampa, FL • Sacramento, CA • Clovis, NM • Rapid City, SD • Lompoc, CA • Montgomery, AL • Fayetteville, NC • Gulf Port, MS • Cheyenne, WY • Spokane, WA • Rosamond, CA • Fort Walton Beach, FL (2) • Lawton, OK • Burlington, NJ • Grand Forks, ND • Panama City, FL 	<ul style="list-style-type: none"> • Columbus, MS • Little Rock, AR • Myrtle Beach, SC • Topeka, KS • Valdosta, GA • Cocoa Beach, FL • Omaha, NE • Phoenix, AZ • Los Angeles, CA • Boston, MA • Enid, OK • Oklahoma City, OK • Warner Robins, GA • Tucson, AZ • St. Louis, IL • Albuquerque, NM • Dover, DE • Charleston, SC • Kansas City, MO • Great Falls, MT
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careers@healthcareteamtraining.com.

No phone calls will be accepted.

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