Functional Statement: Patient Safety Manager, RN

Qualifications:

- Current, active, full and unrestricted registration as a registered professional nurse
- Bachelor’s preparation in Nursing
- Master’s preparation in Nursing or related field, preferred
- Minimum of 3-5 years of professional nursing experience
- Demonstrated professional, leadership, and organizational skills
- Demonstrated continuous improvement and critical thinking skills
- Demonstrated commitment to Patient Safety principles and Joint Commission National Patient Safety Goals (JC NPSG)
- Demonstrated data management skills and experience with EXCEL, MS PPT, and MS Word

Reports To: Facility Director

Responsible To: Quality Management Director

Major Responsibility: Using nursing process and practice principles, the PSM provides oversight, coordination, implementation, and evaluation of all facets of the patient safety program and activities within the Minneapolis VA Health Care System (MVAHCS).

Functions of the PSM:

a) Promotes a culture of safety within the system and partners with clinical and operational support staff to assure that patient safety goals are met in a safe environment and that patient safety processes are developed, implemented and improved.
b) Provides Patient Safety education within MVAHCS, and partners with education and management to embed patient safety approaches in department/unit activities and processes.
c) Manages and utilizes a variety of automated/software systems and supporting processes for Patient Safety (including but not limited to): VISTA QA Occurrence Screening, Patient Incident Reporting Program, Patient Incident Reporting, the National Patient Safety Center SPOT program, and a variety of other computerized patient record system (CPRS), and Vista extract reports.
d) Provides useable, relevant data to the organization about results, issues, and progress in patient safety and risk mitigation
e) Provides consultation to assure continuous improvement and progress toward improving patient safety
f) Assures that regulatory patient safety standards are met or exceeded
g) Applies rigorous systematic, data driven continuous improvement approaches to process and system redesign
h) Completes reports and responses for the National VA PS Program (alerts, advisories, etc)
i) Oversees RCA identification, investigation, actions, and follow-through (including reviewing situations, assigning SAC’s scores and leading/facilitating root cause analysis [RCA] teams).
j) Partners with the Peer Review Program (through database management, performance of clinical case reviews and initiation of peer/management reviews) and Risk Manager to coordinate organizational risk management
k) Proactively identifies patient safety risks, establishes internal controls, implements resolutions, and measures outcomes.
l) Actively represents Patient Safety on various VAHCS committees, councils, teams and the Executive Leadership Board
m) Conducts Healthcare Failure Mode Effect Analysis (HCFMEA)
n) Leads/facilitates improvement teams
o) Builds knowledge and abilities of other MVAHCS staff to support and improve patient safety.
p) Manages and responds to alerts/advisories from the National Center for Patient Safety -Data Base, including timely notification, resolution and documentation of same.
q) Co-chairs and assures smooth functioning of the Patient Safety Committee and related functions
r) Prepares an annual evaluative report detailing Patient Safety activities and progress.
s) Maintains close communication with senior leadership re: Patient Safety issues and resolution
t) Active change agent and mentor related to Patient Safety Improvements
u) Participates in a assigned rounds directed towards compliance with VHA Directives and regulations
v) Partners with the Minnesota Hospital Association subcommittee on Patient Safety in identifying and implementing best practices
w) Manages the unanticipated outcome disclosure database through case identification and coordinator with the Chief of Staff’s office
x) Participates on the Multidisciplinary Inspection Team for Mental Health
y) Conducts Patient Safety Assessment Tool assessment in conjunction with identified needs/high vulnerability areas

**Practice Standards**

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<th>Element</th>
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| **PRACTICE:** Provides leadership in the application of nursing process to client care, organizational processes or systems, improving outcomes at the program or service level. Provides leadership in identifying and addressing ethical issues that impact clients and staff, including initiating and participating in ethics consultations. Manages program resources (financial, human, material or informational) to | • Teaches patient safety principles and processes to staff and others based on identified needs/opportunities  
• Shares current concepts from literature/research on a formal and informal basis when working with teams and individuals developing plans for improvement  
• Consistently involves multi-disciplinary members in improvement and safety activities.  
• Evaluates effectiveness of interventions and changes. Solicits input and perspectives from appropriate staff.  
• Demonstrates effective decision making skills:  
  a) Identifies and resolves complex problems related to coordination of care and patient safety  
  b) Provides guidance to team members on continuous |
facilitate safe, effective and efficient care.

improvement issues
- Uses team approaches to identify, analyze, resolve and re-evaluate problems.
- Operationalizes and sustains changes and improvements at the organizational, departmental and/or unit level
- Role models ethical nursing practice and integrity in all aspects of the program and professional practice
- Safeguards security and confidentiality of data/information
- Collaborates with clinical teams/leadership to assure appropriate clinical and institutional disclosure
- Effectively tells patient safety stories to help build awareness of and commitment to a patient safety culture
- Focuses on improving systems to improve safety
- Appropriately reports practice deficiencies/vulnerabilities through the identified internal chain of command/communication, escalating to the Executive Level when needed.
- Translates patient safety issues/concerns into costs of poor quality
- Optimizes resource use in decisions affecting patient safety
- Actively promotes a safety culture throughout the MVAHCS
- Documents and completes required/requested reports and responses re: NPS and MVAHCS PS program

Professional Development:
Evaluates practice of self and others using professional standards, VA performance measures, and relevant statutes and regulations. Takes responsibility for and follows through to improve performance. Acquires knowledge and skills to maintain expertise in area(s) of practice. Participates in educational activities to improve clinical knowledge and enhance role performance.

- Evaluates progress toward professional career goals in a self-directed fashion.
- Proactively reviews practice and outcomes against desired standards and takes actions to improve.
- Models and mentors adherence to standards of professional practice.
- Completes work in such a manner and timeline to meet or exceed expectations
- Pursues self-development plan in a self-directed fashion.
- Prepares, organizes and presents learning activities for MVHACS staff
- Networks with other Patient Safety Managers in VISN and nationally
- Consistently adds to own knowledge and skills regarding patient safety
- Remains abreast of patient safety developments at a facility, VISN, and national level.

Collaboration:
Educates colleagues, team members, and/or students and serves as a mentor and/or preceptor. Uses group

- Serves as a preceptor and mentor to staff
- Shares expertise
- Creates opportunity for continuous learning for self and others
| process to identify, analyze, and resolve care problems. Makes sustained contributions to health care by sharing expertise within and/or outside the medical facility. | • Maintains professional boundaries
• Role Models team building and communication skills and collaboration
• Fosters and creates processes and teams to identify and resolve patient safety concerns.
• Works well with others in teams of various types, whether a leader or team member
• Consistently displays courtesy, kindness, respect towards veterans, their families, staff and external customers
• Uses tact, diplomacy and constructive respectful communication when dealing with difficult situations

| **Scientific Inquiry:** Leads continuous improvement activities which result in improved safety and services for veterans. Initiates interdisciplinary projects to improve organizational performance. Collaborates with others in research activities to improve care | • Establishes and leads process improvement teams (RCA’s, HFMEA’s, etc)
• Measures, tracks, trends, communicates data for regular review and improvement
• Assures follow-through with recommendations made by teams
• Collaboratively develops relevant policies/procedures/SOP’s related to patient safety.
• Serves as a consultative resource for areas working to improve patient safety.
• Reads, reviews and shares research related to patient safety
• Evaluates latest research and best practice for potential implementation in patient safety practices
• Uses evidence based information in resolving problems
• Collaborates on and/or conducts patient safety research where practicable |