

SIX STRATEGIC QUALITY SYSTEM MANAGER AND DIRECTOR 'MUST HAVES'

*Meaning *Managing Self *Managing Others
*Making things happen *Measurement *Messaging



MANAGING SELF

Manager: clearly understands and is aligned with their role purpose. Sets priorities and boundaries and actively manages time. Collaborates with others to ensure priorities are achieved. Develops their quality manager skills and knowledge for greater effectiveness and job satisfaction. Focus on consumer outcomes and experience and performing well in their role.

Director: sets professional and personal goals aligned with their role and the organisation's needs. Clear about expectations and deliverables and navigates overlap with others' roles and deliverables. Team player with a focus on consumers and the organisation. Actively develops higher-order skills to increase effectiveness and job satisfaction, with a focus on increasing influence and negotiation. Evaluates own and team performance.



MESSAGING

Manager: presents monitoring and improvement data so it tells a story of current vs desired results. Includes useful commentary about why gaps between current practice and great care goals exist and recommends strong actions for improvement, integrating compliance requirements where possible. Trains others in improvement to achieve great care goals using basics of effective presentation structure and process.

Director: integrates local information with compliance requirements and relevant literature to tell the story of great care progress. Uses communication guide such as AIDA (Attention, Interest, Desire, Action) to present clear, compelling messaging that engages staff and prompts action. Trains others using principles of adult education.



MANAGING PEOPLE AND SYSTEMS

Manager: prepares clear reports on improvement projects, accreditation preparation and monitoring results. Manages and works with quality, risk and other related software. If managing staff, has basic skills in people management and associated administrative tasks. Effective committee support.

Director: chairs effective meetings, supports high level committees and ensures agendas are active and purpose-driven. Writes reports that clarify complex situations and inform quality goal achievement. Has specific training in leadership, people management and high performing teams. Implements software and other work systems to streamline team workflow and support great care.



MEANING

Manager: defines high quality care and services with small staff groups. Supports staff in quality planning and improvement activities to achieve the great care goals, and reduce and manage risk. Develops and implements plans for successful accreditation assessment, linking standards to the great care goals.

Director: facilitates the development of a whole of organisation approach for consistently high-quality care that supports strategy, operations and values. Defines high quality care with large staff groups and consumers. Integrates accreditation and other compliance requirements as part of the process for achieving the strategic quality goals. Understands and incorporates the impact of complexity on achieving consistently great care.



MEASUREMENT

Manager: supports the collection, analysis and presentation of data on key point of care quality process and outcomes. Evaluation of change and improvement through collection and analysis of pre/post intervention data. Uses data to monitor and manage risk. Knows compliance-related data requirements and integrates these into routine data collections.

Director: develops measurement frameworks for services and organisations that tell the story of point of care quality processes (are we doing the right things?) and outcomes (are we getting the right results?) in relation to the strategic quality goals. Collects, analyses and presents qualitative and quantitative data that paint a picture of point of care. Ensures compliance data are integrated as part of the story, not the story itself. Guides responses to results that effectively address risks and drive achievement of the quality goals. Knows and integrates the key literature on measurement and improvement relevant to the organisation.



MAKING THINGS HAPPEN

Manager: supports managers and staff to use the improvement cycle to plan and implement improvement. Uses the basics of change management to guide improvement implementation. Toolbox includes diagnostic, analysis, planning, change and evaluation methods, applied to piloting and sustaining improvement. Supports managers to integrate accreditation and other compliance requirements into improvement and risk management.

Director: uses proven change and improvement methods within complex systems to guide change piloting and large-scale implementation. Supports executives and managers to pursue and sustain great care goal achievement with strong project management and influence strategies. Focus on guiding high level leadership as well as engaging with staff and consumers for success. Toolbox includes Safety 1 and Safety 2 methods, to support high quality and prevent and minimise low quality. Plans and oversees organisation-wide accreditation strategy and supports executive and managers with implementation.