

Criterion 8.13: Each provider has a designated Quality Coordinator

Elements

- 8.13.1 The Quality Coordinator, on behalf of the Clinical Director and Lead Provider manager, coordinates the operation of the quality management systems within their Lead Provider region. This is expected to be a part-time role and can be combined with another role, provided there is no conflict of interest.
- 8.13.2 The Quality Coordinator helps ensure that the systems and protocols within Lead Providers and subcontracted sites meet quality requirements.
- 8.13.3 The Quality Coordinator assists professional groups, the manager and Clinical Director to:
- ensure the NPQS are met
 - coordinate corrective actions when standards are not met
 - ensure the organisation's quality plan is current, implemented, monitored and evaluated
 - ensure the recommendations stemming from the BSA Independent Monitoring Group reports are responded to
 - ensure all relevant information, policies and procedures remain current
 - facilitate internal quality improvement activities
 - organise quality-related meetings on a regular basis and maintain a record of these, including attendance and outcomes
 - manage internal document control of NPQS across all sites, including subcontractors.
- 8.13.4 The Quality Coordinator liaises with the Clinical Director and Lead Provider Manager to:
- document protocols and processes and plan for or timetable all internal audit requirements
 - provide comparisons of provider data with external audit, with a focus on BSA Independent Monitoring Group reports
 - ensure the effective provision of clinical performance information
 - develop and facilitate the monitoring of the quality plan on a quarterly basis.
- 8.13.5 The Quality Coordinator liaises with the lead clinicians to ensure analysis of individual staff performance measures. Such information is confidential within the respective professional group(s).
- 8.13.6 The Quality Coordinator liaises with the Charge MRT to:
- review MQA data to monitor the effective operation of the screening process
 - ensure analysis of individual staff performance measures – such information remains confidential within the professional group.
- 8.13.7 The Quality Coordinator liaises with the data manager to:
- verify protocols for determining all audit and performance data
 - review all programme data for anomalous results

- ensure analysis of performance data by individual sites, where appropriate
 - ensure the resolution of all missing, erroneous or suspicious data on a case-by-case basis.
- 8.13.8 The Quality Coordinator will have demonstrated an ability in implementing quality and audit systems, and will have experience in a health-related field and/or a qualification in quality management such as the Certificate of Quality Assurance.
- 8.13.9 The provider ensures there is appropriate training and orientation for staff new to the Quality Coordinator role.
- 8.13.10 Orientation and ongoing training may include but is not limited to:
- visiting sub-contractor sites within their region
 - visiting other sites within the programme
 - liaison with other Quality Coordinators within the programme
 - attendance at regular Unidisciplinary National Quality Management meetings
 - courses, including summer schools, etc.
- 8.13.11 The Quality Coordinator will have a close working relationship with the Clinical Director and the Lead Provider Manager, particularly when new in the role.