

Duty List of Medical Officer in Hospital Quality Management Unit

1. Create a conducive environment to establish a quality and safety culture in hospitals with the introduction of Japanese 5S system, Productivity concepts and Quality/Safety Assurance Programme.
2. Ensure employee's contribution in management process by way of establishing Work Improvement Teams (WIT) / Quality Circles (QC) in the institution.
3. Maintain a real time database on staff training and development of the institution in order to plan and implement methodical in – Service Training Programmes.
4. Assist the management in performance review meetings and maintain a log of such meetings.
5. Plan and execute methodical customer satisfaction and employee satisfaction surveys with recommended frequency, maintain a log of public complaints and recommend appropriate remedial actions to the management and encourage suggestions schemes in hospitals.
6. Prepare guidelines and protocols relevant to care provided to patients, if necessary, in liaison with relevant stakeholders.
7. Establish and maintain a mini library consisting of manuals, periodicals, journals and other resource materials pertaining to Quality and Safety in Healthcare.
8. Ensure the highest quality of all inbound logistics by providing guidance and instructions in compiling specifications and contract agreements for support services and maintenance of equipment.
9. Establish and maintain an updated information system on suppliers of equipment and service providers in order to share this information with relevant units.
10. Assist in formulating Annual Procurement Plans for the institution by providing guidance and instructions for the actions under the purview of Quality and Safety.
11. Collect data related to quality improvement of patient care services (eg. Patient accident and adverse event, near misses , readmissions, case fatality rates , complications arising from Medical and Surgical procedures, Referrals and Transfers etc) and interpolate these data for recommendations and further actions .
12. Facilitate and assist in preparing strategic plans for the institutions.
13. Formulate techniques and tools for the implementation of productivity and Quality Programmes.
14. Take actions to enhance learning activities, research and medical audits related to healthcare quality and safety in the institutions.
15. Develop and implement a monitoring system for the Quality Assurance Programme in the institution.
16. Establish a Rewarding System on quality and safety activities with the assistance of management, in order to achieve employee satisfaction.
17. Incorporate the environment friendly hospital concept in all activities.
18. Assist other institutions in Health or Non – Health Sectors to implement productivity in Quality Assurance Programmes.

19. Improve the Quality of Work environment conducive to optimal patient care services.
20. Publish the Annual Report of the institution and provide feedback to the customers, employees and stakeholders of Health Services.
21. Adjust the direction of activities by aligning with the revised instructions and guidelines promulgated by the Directorate of Healthcare Quality and Safety time to time.
22. Implementation of all the orders and instructions promulgated by the Directorate of Healthcare Quality & Safety to achieve the highest possible standards in health care service provision with the assistance of management of the hospital.
23. To comply with all other institutional, regional and national level rules and regulations in discharging the duties in the institution.