

**Director, Quality Department, 5 years management and PI experience**  
**Lehigh Valley Hospital - Cedar Crest**  
**Allentown, PA**  
**Full-Time**

With more than 9,500 employees, Lehigh Valley Health Network is the region's largest employer and the hospital of choice for more people in the region. It's also a great place to work, as recognized by FORTUNE and Modern Healthcare magazines. Lehigh Valley Hospital ranked as one of the nation's top hospitals in two specialty care delivery areas in the 2009 U.S. News & World Report guide to "America's Best Hospitals." We are also the only hospital in the Lehigh Valley region and among the four percent of hospitals in the nation and six in Pennsylvania to hold the Magnet® designation, the highest honor for nursing excellence.

Lehigh Valley Health Network's unique culture fosters dedication, communication, respect and teamwork and values the contribution of every physician, nurse and staff member. Our passion for better medicine is what drives everyone at Lehigh Valley Health Network to create one of America's best hospitals and to be one of the nation's top places to work.

**What you'll be doing:**

- Designing, implementing and evaluating a comprehensive program to assess, manage and improve the coordination, appropriateness and effectiveness of the organization's performance improvement plan.
- Developing and implementing effective systems that enable organizational leadership to assess and improve the quality and safety of services they provide.
- Serving as a resource to hospital and medical staff leadership in the areas of clinical outcomes, quality improvement, quality assurance and quality data.
- Coordinating all data for publicly reported clinical information.
- Managing all material, financial and human resources within assigned area.
- Ensuring competent staff performance and promoting staff development.

**Requirements:**

- BS degree in Nursing, Hospital Administration or related healthcare field with Master's degree preferred.
- CPHQ highly recommended.
- Five years management and performance improvement experience with demonstrated leadership abilities in group dynamics, multidisciplinary team leadership, change management, and data retrieval and analysis.
- Academic hospital experience preferred.
- Involvement and experience with Institute for Healthcare Improvement or other national quality collaboratives preferred.
- Excellent knowledge of CQI/PDCA/Lean theory and techniques, computer literacy and database/data mining skills (statistical concepts, data management, variance tracking and analysis).

- Ability to manage multiple projects simultaneously using traditional project management systems and processes.
- High degree of self-direction and experience in quality, patient safety and performance management.
- Expertise in accreditation standards and patient safety improvement concepts.
- Computer literacy with word-processing and spreadsheet software.
- Excellent interpersonal, verbal, written and presentation skills.

We offer a competitive salary and benefits package, including free health coverage (for full-time employees), a prescription drug plan and wellness benefits.

Apply online: **[www.lvhn.org](http://www.lvhn.org)**, click on Career Opportunities, Search Jobs, Category Manager/Supervisor.

We are an Equal Opportunity Employer.