

EXECUTIVE/ SENIOR EXECUTIVE / OFFICER – QUALITY ASSURANCE

Conceptualized in the year 2004 as a philanthropic initiative for the Eastern and North-Eastern parts of India and the neighboring countries, the Tata Medical Center (TMC) started operations in Kolkata on May 16, 2011. The hospital is governed by a charitable trust – Tata Medical Centre Trust. It is an integrated Oncology facility with well-trained professional staff and is equipped with modern facilities and the most contemporary medical equipment. The hospital was designed by Cannon Design, a renowned architectural firm from North America. It is located on 13 acres of land at New Town in Kolkata, West Bengal.

The hospital is an integrated Oncology facility with well-trained professional staff and equipped with modern facilities and contemporary medical equipment. The Hospital, with a capacity of 437 beds, serves all sections of society, with 75% of the infrastructure earmarked for subsidized treatment for the underprivileged sections. It provides a wide spectrum of services from diagnosis and therapy to rehabilitation and palliative support. The Institution's objective is to excel in service, education, and research.

The Quality Assurance and Control Department at TMC has the primary objective of setting up the departmental processes and systems in line with best practices, optimizing process outcomes, and ensuring patient satisfaction and safety of the environment of care and occupants.

To fulfil the above objectives TMC invites applications for a trained Quality Assurance Professional in **Executive/ Senior Executive / Officer Position**.

Qualifications & Experience:

- Graduate Degree in Hospital Management with 5 – 8 years of working experience in QA in a hospital
OR
Post Graduate Degree in Hospital Management with 3 – 6 years of working experience in QA in a hospital
- Additional certifications in Quality Management techniques like Six Sigma, NABH, etc., are preferable

Reporting Structure:

Will report to Senior Medical Administrator.

Job Description:

Core roles:

- A. To assist in planning, formulation, and implementation of hospital systems and processes – in line with National and International Standards and Best Practices.
- B. To assist in the implementation of
 - internal and external quality systems and processes audits
 - multidisciplinary committees
 - integration of monitoring measures and quality indicators into the processes
 - continuous training and development of staff members

Vertical specific roles:

Accreditation Vertical:

- A. Be part of accreditation projects for the hospital /departments/care pathways at National and International Levels.
- B. To assist in planning for the accreditation cycles, sensitization of stakeholders, and overall implementation of the projects.

Quality Vertical:

- A. To assist in the formulation, review, and approval of hospital policies.
- B. To be responsible for implementing and maintaining the document control mechanism.
- C. To assist in planning and coordinating periodic internal audits.
- D. To ensure hospital committees meet as per the frequency, to coordinate agenda, minutes, and action plans.
- E. To coordinate with the stakeholders for clearance of non-conformities raised during audits and ensure that corrective and preventive actions are taken when necessary.
- F. To ensure that organizational quality indices are reported and analyzed as per requirement.
- G. To constantly identify priority improvement areas in the hospital (High impact on patient safety and outcome of care), implementing good process design principles on the same, reviewing and modifying the processes, monitoring of compliance with policy, and sustaining improvement.

Safety Vertical:

- A. To assist in implementing the safety protocols in consultation with different safety officers identified for the hospital.
- B. To ensure that organizational safety plans are implemented and followed.
- C. To assist in conducting safety audits, mock exercises, and staff awareness sessions on safety.
- D. To track and take necessary actions on all adverse events and risk registries of the hospital.

Training Vertical:

- A. To assist in implementing the training programs on quality control and safety for staff.

*For more details and application forms, please log on to our website today: www.tmckolkata.com

Interested candidates please email or post applications by 24th February, 2024 to:

Mr. Suvasish Mukherjee, Head-Human Resources, Tata Medical Center, 14 MAR (EW), New Town, Kolkata – 700160.
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