



Manager / Dy. Manager / Asst. Manager – Quality Control & 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 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 the 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 its primary objective at setting up of the departmental processes and systems in line with best practices, optimizing process outcome and ensuring patient satisfaction and safety of environment of care and occupants.

To fulfil the above objectives TMC invites applications for the position of Manager / Dy. Manager / Asst. Manager- Quality Control & Quality Assurance.

Qualifications:

- Graduate Degree in Hospital Management with minimum 10 years of working experience in the QA (or equivalent) Department in a NABH / NABL accredited hospital.

OR

- Post Graduate Degree in Hospital Management with minimum 8 years of working experience in the QA (or equivalent) Department in a NABH / NABL accredited hospital.
- Additional certifications in Quality Management techniques like Six Sigma, ISO, NABH are preferable.

Reporting Structure:

- Will report operationally to Dy. General Manager, Administration & Policy.

Job Description:

- To be responsible for effective the implementation of quality systems across the organization.
- To maintain quality systems documentation which includes all policies, procedural documents, guidelines, work instructions, quality management data, reports and records.
- Responsible for providing implementation advisory for the QA policies with other departments. This also includes facilitation and guidance for designing the procedural frameworks of all departments according to evidence-based standards and good practice benchmarks.
- Responsible for training of stakeholders in implementation of quality systems. To impart quality awareness to new recruits to design quality control related training materials as per need.
- To plan and conduct internal quality audits. To assist during the audit of quality systems and help in the preparation of the audit schedules and audit kits.
- Responsible for following up actions on quality improvement meetings to ensure minutes of meetings are appropriately communicated to all concerned.
- To facilitate and follow up clearance of non-conformities and ensure that appropriate actions are taken when necessary.
- To support in monitoring of different Hospital Committee functions.
- To control, update, publish and review the quality systems documentation as and when required.
- To identify quality monitoring indices and data collection strategies for the same
- To collect, analyze and monitor quality improvement indices and responsible for devising strategies for improvement of trends.
- To devise, implement, monitor and facilitate safety protocols of the hospital.
- To assist with the initiatives taken by the quality control department such as accreditation projects, awareness programs, education sessions, internal and external audits, process improvement projects and any other initiatives.
- To ensure adverse events are tracked, investigated, mitigated and appropriate actions are taken.
- To conduct continuous literature review on new and upcoming best practices related to healthcare quality and facilitate the adoption of such change in the organization.
- Any other quality management related work as decided by the higher authorities.

*For more details and application forms, please log on to our website today: [**www.tmckolkata.com**](http://www.tmckolkata.com)

Interested candidates please email or post applications to:

Mr. Suvasish Mukherjee, Head-Human Resources, Tata Medical Center, 14 MAR (EW), New Town, Kolkata – 700160. Email – suvasish.mukherjee@tmckolkata.com.