



Position Description

Patient Safety Program Manager

July, 2024

Position summary:

The Patient Safety Program Manager will support the Maryland Patient Safety Center's mission to improve patient safety and healthcare quality across Maryland and the region. The Patient Safety Program Manager will help develop and implement innovative education and programs to improve the safety and quality of care at healthcare organizations. The Patient Safety Program Manager will help identify areas where the Maryland Patient Safety Center can implement scalable, evidence-based approaches to help healthcare organizations reduce preventable harm, eliminate disparities, and improve patient outcomes.

This is currently a hybrid-remote position, with requirement to be in the office approximately one day/week. Subject to change as business needs change.

Duties include:

1. Provide input on patient safety priorities to MPSC leadership. Using experience, member input, available data and trends, and environmental assessments, identify and communicate the significant patient safety issues across the healthcare continuum in the State and region.
2. Assist in planning, implementation and evaluation of scalable, data-driven programs and services for the Maryland Patient Safety Center to provide value to the State of Maryland, member organizations, and others across the healthcare continuum to help reduce preventable harm, including harm that occurs from health inequality. Use data to drive decision-making and implementation of evidence-based safety interventions.
3. Manage creation, delivery and implementation of a strategic portfolio of educational opportunities (webinars, face to face meetings, conferences, etc.) that align with priority patient safety and quality topics that support member organizations and MPSC goals. Ensure highest standards of educational experience, continuing education requirements, assessment and tracking are in place and utilized. Deliver

educational programs as appropriate; mentor and support staff at member hospitals in adopting the learnings of MPSC programs.

4. Build and maintain strong relationships with member organizations, healthcare providers, regulatory agencies, and other MPSC stakeholders.
5. Increase awareness and value of the Maryland Patient Safety Center through representation of the Maryland Patient Safety Center at conferences, workshops, and other professional events.
6. Stay current with changes in patient safety laws, guidelines, and best practices, and their adoption by healthcare organizations.
7. Support MPSC pursuit of funding opportunities to support the mission-driven work of the Maryland Patient Safety Center. Ensure MPSC programs and services are aligned with the financial sustainability and growth goals of the organization.
8. Engage with the MPSC Board of Directors, the Maryland Hospital Association, the Maryland Health Care Commission and other internal and external stakeholders as appropriate to develop and implement the Maryland Patient Safety Center's programs and services.

Desired Qualifications:

Clinical patient care experience plus patient safety or quality expertise as gained from 5 or more years of experience in patient safety, education and leadership positions; knowledge of the science of safety and national standards in patient safety; knowledge and application of implementation science for patient safety and quality in healthcare organizations; experience with professional education; experience with data sources and a data-driven approach to improvement; proven ability to work collaborative with interdisciplinary staff.

Additional Qualifications

This is currently a hybrid-remote position, with requirement to be in the office approximately one day/week. Subject to change as business needs change.

Education

- Bachelor's degree in nursing, pharmacy or other clinical degree, with a master's degree in a related healthcare field

Knowledge, skills and abilities (required):

- Patient safety science, implementation science, data analysis and evidence-based improvement
- Delivery of educational programs

- Excellent oral, written and analytical skills
- Basic knowledge of managing budgets

Preferred

Certification in patient safety and/or quality