

**Entity:** MUHA  
**Department:** Quality  
**Sub Department:**  
**Work type:** Full-Time  
**Employee Type:** Employed  
**Location:** Charleston, SC  
**Categories:** Faculty/MD  
**Pay scale:** PGY-4 Salary + Shift Pay at Clinical Instructor Rate



**FLSA:** Salaried

OneWorld Health is an international organization that provides quality, affordable healthcare to people in need. We achieve our mission through the development of facility-based medical programs in East Africa and Central America using social enterprise models of development, as well as medical mission trips. Through this model we are able to maximize sustainability and scalability while reaching underserved populations. As the organization expands, increased quality assurance, training, support and accountability across our network of facilities is vital.

MUSC Health: The Medical University of South Carolina is the state's only comprehensive academic medical center. We are changing what's possible in health care through our ongoing mission to provide excellence in patient care, teaching, and research. MUSC Health and MUSC Children's Health offer advanced care across South Carolina through hospitals, an extensive network of doctors' offices, and telehealth.

**Job Summary:** The Quality Fellowship Candidate is an international level position working with OneWorld and MUSC Health. **Reporting to the MUSC Chief Quality Officer and the CEO of OneWorld Health**, this position will work with the quality team to plan, execute, and evaluate activities related to healthcare service delivery in the Medical University of South Carolina in addition to East Africa and Central America. This includes strengthening medical policy and processes, conducting medical audits, ensuring compliance, providing training, leveraging partnerships, and supporting the CQO at MUSC and the VP of Field Operations at OWH to strategically guide the organizations to achieve their goals. The Fellow will provide other activities in accordance with the needs of the organization. In addition, the goals of the Quality

Fellowship are to prepare the candidate for either a community or academic quality leadership position or international leadership position. Graduates of this program will work with MUSC Health quality leadership and gain skills in applying quality and safety improvement in all healthcare settings. The fellows will gain skills in healthcare-based quality improvement, gain experience in healthcare administration related to quality and safety efforts, and gain experience in the quality-oriented reporting requirements required of healthcare

#### Job Duties:

- Work directly with the senior quality officers in the healthcare system to complete one project each six-month period related to healthcare quality. These projects could relate to patient safety, measuring and reporting quality, or improving processes within the healthcare system. Will attend MUSC Health Medical Executive Committee (MEC) meetings, patient safety rounds, bi-weekly Quality Executive Committee (QEC) meetings, monthly Quality Oversight Committee (QOC) meetings, monthly Peer Review meetings, and quarterly Board of Trustees meetings. Will complete advanced QI training (online) such as IHI Open School, Lean-Six Sigma, and TeamSteps. Work clinically within the relevant department at a 0.2FTE effort.
- Ensure Standardized Medical Policies & Procedures: In coordination with the U.S. Medical Advisory Committee (U.S. MAC), design and develop comprehensive medical by-laws, train local staff on them, and ensure continued dissemination to staff as by-laws are amended. Design and implement standard documentation and reporting processes and procedures. In partnership with local Medical Directors, ensure that processes and procedures are standardized across all facilities/countries. Design and manage orientation process for medical staff to ensure all new employees are informed about medical by-laws, processes, and procedures, including patient-centered care. Conduct regular visits to facilities to review patient files and advise medical staff to ensure established protocols are followed. Oversee implementation of an EMR/EHR system across all facilities including training local clinical staff. Conduct an annual audit of clinical policies and procedures for medical teams, and develop a work plan to address gaps
- Ensure Adherence to Quality Performance Indicators: Lead annual quality of care assessment process: Plan, coordinate and conduct site assessments, analyze and present results, and develop action plan to address gaps. Provide ongoing updates and reports to U.S. MAC on quality performance metrics. Manage implementation of SafeCare Standards. Ensure quality of care in our medical outreach teams, including advising on patient flow, documentation, etc. Conduct a medical audit of volunteer training and processes, and develop a work plan to address any gaps identified

- **Oversee CME and Clinical Training Opportunities:** Assess training needs of local clinical staff. Oversee the development of core CME curriculum, including ethics training, to be used by all facilities. Work to develop a toolbox of CME curriculum based on the training needs of local staff. Support the dissemination of training sessions to all medical staff across the organization. Liaise with U.S. students and practitioners to provide recommendations and vet training sessions prior to implementation. Manage external training opportunities and work with administrative staff to identify candidates to participate. Collect training hour information for all medical staff. Develop patient education calendars in coordination with CME programming to ensure knowledge is disseminated to patients. Develop program specific curriculum and didactic sessions for each type of rotation we currently provide, based on the materials developed for the women's health rotation.

- **Maximize Impact of Clinical Volunteers:** Provide clinical support to Volunteer Team in building new university partnerships. Provide on call clinical support to students and volunteers working at our facilities. Manage all research projects; fielding initial inquiries, working with Research Committee to vet all applications, and coordinating with local clinicians to manage program logistics and expectations. Provide updates on research project findings to MAC. Oversee volunteer award nomination process. Identify new opportunities to leverage volunteer skills and experience

- **Design, develop and report on programmatic growth:** Develop and produce reporting protocols to provide monthly, quarterly and annual medical reports. Ensure accuracy of data to conform to donor requirements. Provide technical inputs to support grant proposals and new project development, including recommendations on equipment and supplies, patient flow, MoH regulations, impact to staff, etc. Advise and provide recommendations in the expansion of new services, delivery models, etc. Identify opportunities for improved service delivery within our business model (e.g. additional services, efficiency, etc.) Research and assess opportunities for innovation within the health sector to further our organizational goal and vision. In coordination with local Medical Directors and clinical staff design programs to more effectively address the needs of specific patient populations (e.g. hypertension program). Ensure programs that are successfully tested in one setting are replicated across program sites

**Minimum Experience and Training Requirements:** General Medical Degree. Certification in Public Health or other relevant specialized medical discipline preferred. License and membership in professional organizations in good standing. Significant clinical experience. International experience with NGOs and/or medical organizations preferred. Excellent computer skills. As a minimum, this would include an advanced understanding of Microsoft Office and previous experience with an EMR.

**Additional Skills and Competencies:** A team player with excellent inter-personal and communication skills. Strong cultural competency skills. Diligent and detail oriented with strong

problem-solving skills. Excellent management skills of a diverse workforce. Patient and encouraging; able to build and develop capacity of others. Ability to work with minimum supervision under pressure to meet deadlines. Ability to travel regularly to East Africa and Central America (up to 20% of your time, pending any relevant covid-19 related restrictions). Strong moral character exhibiting our organizational core values: service, humility, integrity, empowerment, love, and dignity. Interest and desire to expand healthcare access to the poor by offering quality, sustainable medical services at an affordable cost.

**Physical Requirements:** Ability to perform job functions in an upright position. (Frequent) Ability to perform job functions in a seated position. (Frequent) Ability to perform job functions while walking/mobile. (Frequent) Ability to work indoors. (Continuous) Ability to work outdoors in all weather and temperature extremes. (Infrequent) Ability to work in confined/cramped spaces. (Infrequent) Ability to perform job functions from kneeling positions. (Infrequent) Ability to bend at the waist. (Frequent) Ability to squat and perform job functions. (Infrequent) Ability to perform 'pinching' operations. (Infrequent) Ability to fully use both hands/arms. (Continuous) Ability to perform repetitive motions with hands/wrists/elbows and shoulders. (Frequent) Ability to reach in all directions. (Frequent) Possess good finger dexterity. (Continuous) Ability to maintain tactile sensory functions. (Continuous) Ability to lift and carry 15 lbs., unassisted. (Infrequent) Ability to lift objects, up to 15 lbs., from floor level to height of 36 inches, unassisted. (Infrequent) Ability to lower objects, up to 15 lbs., from height of 36 inches to floor level, unassisted. (Infrequent) Ability to push/pull objects, up to 15 lbs., unassisted. (Infrequent) Ability to maintain 20/20 vision, corrected. (Continuous) Ability to see and recognize objects close at hand. (Continuous) Ability to see and recognize objects at a distance. (Frequent) Ability to match or discriminate between colors. (Frequent) Ability to determine distance/relationship between objects; depth perception. (Continuous) Good peripheral vision capabilities. (Continuous) Ability to maintain hearing acuity, with correction. (Continuous) Ability to hear and/or understand whispered conversations at a distance of 3 feet. Must be ambidextrous. Ability to perform gross motor functions with frequent fine motor movements. (Frequent) Ability to work in dusty areas. (Infrequent).

*The Medical University of South Carolina and OneWorld Health are Equal Opportunity Employers. MUSC does not discriminate on the basis of race, color, religion or belief, age, sex, national origin, gender identity, sexual orientation, disability, protected veteran status, family or parental status, or any other status protected by state laws and/or federal regulations. All qualified applicants are encouraged to apply and will receive consideration for employment based upon applicable qualifications, merit and business need.*