**Roles and Responsibilities Of Quality Manager**

• Heading dieticians, physiotherapist, BME, ICN security, utility and front office staff.

• Daily rounds on floors and direct interaction with patients.

• Handling NABH portal.

• Handling NABL portal.

• Over all responsible for national accreditation i.e. NABL and NABH.

• Own all quality assurance related issues like documentation and compliance standards as per the guideline of NABH & QCI.

• Monitor functioning of all committees in the hospital

• Follow up on action to be taken as per the report of various committees

• Co-ordinate training and education of all employees about quality standard (NABH)

• Provide support to departments in achieving compliance with established standards

• Monitor performance of all departments through Quality Indicators” set and agreed beforehand for each department

• Coordinate with other departments to increase revenue by monitoring targets and cutting cost through improved efficiency

• Devise and implement operating guidelines such as departmental manuals containing core processes, work instructions, process mapping, department procedure, relevant documentation etc.

• To maintain and keep updated Hospital Statuary file & MOU’s record.

• Conduct all Quality committee’s and make MOM and implementation.

• Safety Audits.

• Clinical Audits.

• Facility Audits.

• Active and Passive MRD audits.

• Conduct Mock Drills and Training to concern departments.

• To maintain monthly TLD badges record and send badges laboratory for evaluation of radiation. • RO & Endotoxin water testing.

• Food Testing.

• Death Audit.

• Handling paste management.

• To maintain records of pollution control board.

• Attain various committees and departmental meetings.

• RCA & CAPA of Medication error and to keep maintain records according to quality parameters.

• RCA & CAPA of Incidence event in hospital and to maintain records according to quality parameters.

• Training of Lab technician and phlebotomist regarding NABL and ISO 15189.

• Given ideas for better functioning of the system in focusing areas with problem solving attitude.