



Cow Creek Government Office

Position Description

Position Title: Quality Improvement Coordinator

Department: CCH&WC

Reports To: Clinic Director

FLSA Designation: Non-exempt

POSITION PURPOSE:

The Quality Improvement Coordinator (QIC) is responsible for the Quality Improvement program in collaboration with the CCH&WC Administrative Team. The primary responsibility of this position is to assure that the quality improvement activities are performed so that the highest possible quality and level of health care may be met and maintained. The incumbent is responsible for developing, implementing, monitoring, and evaluating all of the quality improvement and risk management programs at CCH&WC. The QIC is also responsible for directing, assisting and guiding staff (with collaboration of management) toward establishing, maintaining and/or improving systems of professional standards review, retrospective and concurrent patient care evaluation activities, utilization review, risk management and safety, and overall quality improvement of the program. The QIC will monitor the existing system, identify and analyze deficiencies, assist in developing the completion of corrective actions and their effectiveness. The incumbent is responsible for applying for and maintaining AAAHC accreditation and tracks all administrative quality assurance and improvement work via the CCH&WC Action Strategy software program.

ESSENTIAL FUNCTIONS:

- Establishes criteria and standards for highest achievable quality of health services based on, but not limited to the National AAAHC accreditation surveys and all aspects of ambulatory accreditation standards and policies of the AAAHC. Accreditation Coordinator and lead administrative staff in re-gaining and maintaining accreditation and Medical Home accreditation.
- Evaluates the functions and activities of the health care systems committees, governing body and departments to ensure accreditation standards and criteria in order that the highest achievable quality of care may be delivered.
- Assists staff with editing/writing and monitoring with ongoing annual reviews all CCH&WC Policies and Standard Operating Procedures (P&P). Ongoing tracking of all P&P, working closely with onboarding staff and special projects coordinator to assure P&P are assigned to staff for new hires and ongoing annual staff trainings/reviews via the GO Learning Management System.
- Develops and directs the safety and risk management program (in accordance with Human resources lead) to minimize the risk of personal injury to healthcare patients, staff, and visitors.
- Conduct regularly scheduled analyses of these systems to identify deficiencies and assists in developing plans for corrections.

- Periodically reviews and/or develops elements of the quality improvement and professional standards review program, especially in terms of identification of resource commitments.
- Patient Satisfaction Surveys - assist in creation and analysis of patient satisfaction surveys and all aspects of the QI system including monthly meeting with administration agenda and minutes.
- Makes assignments and indicates priorities to subordinates in terms of the following functions; utilization review, patient care evaluation studies, peer review, etc.
- Establishes, in conjunction with various health care disciplines, written standards of care criteria, which are specific, for the services provided and the personnel involved in the provision of these services.
- Provides ongoing and in-service training to personnel in areas relating to quality improvement. May periodically provide information or training to community, professional special interest groups and associations.
- Project management over each QA/QI project and PDSA tracking.
- Quality Improvement/Assurance Metrics Dashboard per Action Strategy software program to develop, track and report quality metrics as defined by management team, clinic director and chief health officer; work as part of management team to ensure follow through and improvement in outcomes.
- Occurrence Reports - coordinates and reports monthly incident management system to management team, clinic director and chief health officer; to include analyzing and reporting data.
- Oregon Managed Care Primary Medical Home certification Coordinator
- HIPAA Compliance Officer for the CCH&WC.
- Government Officer Safety Committee member representing CCH&WC.
- Other relevant duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of and ability to interpret standard of accreditation such as AAAHC and the ability to apply these standards to varying clinical settings.
- Demonstrated leadership abilities, especially in a multidisciplinary clinic atmosphere; to negotiate, and to elicit cooperation.
- Ability to resolve simple and/or complex analytical problems;
- Ability to present statistical and technical data in a clear and understandable manner utilizing appropriate visual aids
- Ability to effectively facilitate and coordinate the work of a workgroup engaged in quality improvement activities.

QUALIFICATIONS:

- Two year experience working in quality assurance and quality improvement.
- Advance computer skills and experience with LaserFishe, Learning Management System and Teams.
- Proven competency in written and verbal communication skills required
- Advanced skills in MS Word, Excel, Outlook, SharePoint, Publisher and PowerPoint required

- Understand, interpret, and apply general administrative, departmental and internal policies and procedures required
- Current and valid Oregon Driver's License with the ability to qualify for the Cow Creek Drivers Program required
- Maintain a neat, clean, and well-groomed appearance at all times (specific standards available).