



POSITION ANNOUNCEMENT
Quality Improvement Coordinator

Department:	Quality	Supervisor: Chief of Quality Performance and Improvement
Status:	Full Time / Exempt	Date: January 2018

A. **SUMMARY:** The Quality Improvement Coordinator plays a vital role in assisting with quality management and compliance at the CareSouth. The Quality Coordinator manages or assists with managing quality improvement initiatives and data management, reporting and analysis. The Quality Coordinator works closely with the Chief of Quality Performance & Improvement and the Compliance Officer on quality and compliance projects.

B. **PRIMARY RESPONSIBILITIES:**

1. Knowledgeable of and applies the Vision, Mission, and Core Values of CareSouth.
2. Assists with the operation of CareSouth's quality improvement program.
3. Implements manage quality initiatives and projects as assigned.
4. Assists with facilitating quality meetings.
5. Assists with developing recommendations on improving processes (i.e., workflow, operating procedures, etc.)
6. Performs workflow mapping.
7. Works on quality and safety recognition and accreditation surveys.
8. Assists with HEDIS data abstraction and facilitating on-site visits.
9. Conducts plan, do, study, act (PDSAs) and utilize other methods, as appropriate.
10. Oversees data management activities. (i.e. provider performance dashboards, UDS, HCCN, etc)
11. Works one on one with care teams on data capture to meet quality standards and performance measures.
12. Manages patient satisfaction survey collection.
13. Assists with implementation of compliance projects, as assigned.
14. Assists with the development and revision of policies and procedures.
15. Serves on committees as assigned.
16. Works closely with payors.
17. Ensures adherence to organization, OSHA and other designated governing bodies related to workplace safety.
18. Follows established federal, state, and local policies, procedures and programs relating to health and safety in the workplace.
19. Attends job related meetings, collaborations and trainings.
20. Works professionally as a team member in conjunction with management staff and other department employees.
21. Maintains open communication with all team members.
22. Supports team work and resolves problems.
23. Identify new partner opportunities to support delivery of services within health centers.
24. Develop expert knowledge on quality improvement frameworks (Care Models, Model for Improvement, strategies on leading change, developing change agents, the Diffusion Innovation Theory).

25. Provide technical assistance to health centers to meet reporting requirements within defined timeframes.
26. Work intensively with the practice level team along with other administrative and clinical personnel to refine delivery systems and identify best practice concepts using the Model for Improvement or other quality related improvement tools.
27. Coordinate collection and analysis of data, as well as written evaluation of project deliverables.
28. Identify key opportunities for improvement to participating health centers.
29. Prepare and present meaningful performance improvement reports to funder.
30. Reports safety issues without fear of retaliation to supervisor or other identified resource regardless of the magnitude.
31. Other job duties assigned by the Chief of Quality Performance and Improvement.

C. REQUIREMENTS:

1. The candidate is required to have a Bachelor's degree in Public Health, Health Care Administration, Statistics, Information Systems, or other health related field. Masters degree preferred.
2. Must have five or more years of experience and/or training in healthcare or public/community health. FQHC/RHC or community-based preferred.
3. Experience utilizing Word, PowerPoint and Excel, an electronic medical records system and preferably analytical tools (i.e. SPSS or SAS).
4. Strong team-based, results oriented, analytical and problem-solving skills a must.
5. Knowledge of healthcare laws, regulations, and standards.
6. Experience collecting, monitoring and/or analyzing data and report building.
7. Must have excellent written and oral communication skills.
8. Able to organize, prioritize and work independently as well as schedule and produce work in a timely manner.
9. Required to travel amongst all CareSouth sites.

D. SUPERVISES:

N/A

APPLICATION PROCEDURE:

Please submit a completed employment application found at www.caresouth.org/jobs or the HR office, resume, and credentials via email to jobs@caresouth.org or deliver to the HR office. CSMD is an EOE.

CLOSING: This announcement will remain open until filled.