



4700 Wichers Drive
Suite 306
Marrero, LA 70072
Phone: 504.309.3262
Fax: 504.309.9307

12-A Westbank Expressway
Suite 111
Gretna, LA 70053
Phone: 504.509.4800
Fax: 504.509.4802

QUALITY ASSURANCE COORDINATOR Job Description

Job Title: Quality Assurance Coordinator
Prepared by: Human Resources
Date: 01/23/2019

Supervised by: Clinic Manager
Approved by: CEO/Governing Board
Date: 01/25/2019

JOB SUMMARY:

Quality assurance coordinator work in a variety of departments to ensure that the organization's quality-assurance standards and procedures are met. QA Coordinator review standards, policies, and procedures, as well as carry out programs to evaluate the effectiveness of existing programs.

DUTIES AND RESPONSIBILITIES:

- Conducts random internal audits of PHC programs and operations using source systems, such as EHR, CAREWare, PioneerRx. Provides regular reports on accuracy of information documented on all patient/clients charts. Submits monthly deficiencies to Clinic Manager and Medical Director.
- Maintain records of QA reviews and audits.
- Ability to design reports and dashboards needed to execute and measure short and long term clinical and operational initiatives.
- Participate in daily clinic huddle.
- Facilitate all PHC QA/QI committee meetings and report meeting findings to Medical Director.
- Communicate requirements and specifications to the CQI committee.
- Communicate with department heads to maintain and foster methods for improvement.
- Utilize performance reports, such as, Gap In Care, HEDIS Measures, Ryan White Performance Measures to analyze and evaluate data.
- Interpret and implement quality assurance standards to ensure quality care to patients utilizing PDSA (Plan, Do, Study, Act) initiatives by department and/or organization wide.
- Write and maintain quality assurance policies and procedures.
- Update Quality Assurance Plan to ensure compliance with local state and federal regulations.
- Attend and engage in community partner meetings, such as, Louisiana Primary Care Association (LPCA) Clinical Branch Meeting, Health Center Control Network (HCCN), and Ryan White Quality Meetings.
- Foster a collaborative working relationship with Managed Care Organization (MCO) representatives and utilize the data reports provided to ensure value based care is provided.
- Remain current on regulatory best practices policies, as well as with ongoing compliance issues, provide feedback to appropriate personnel.
- Assist with the development and delivery of QA training materials to be used in teaching and promoting best practices throughout PHC.
- Train team to reduce quality deficiencies and increase understanding of quality goals, such as HEDIS measures, UDS, Care Gap Reports, and Meaningful Use.
- Work with the Human Resource Manager to ensure all employees, volunteers, and workforce members complete pertinent trainings.



4700 Wichers Drive
Suite 306
Marrero, LA 70072
Phone: 504.309.3262
Fax: 504.309.9307

12-A Westbank Expressway
Suite 111
Gretna, LA 70053
Phone: 504.509.4800
Fax: 504.509.4802

- Understand the nature of the programs and services to approach QA/QI in a manner appropriate to detect deficiencies.
- Deliver outstanding service to internal and external customers with a communication style that is professional and courteous.
- Stay abreast of industry changes and regulations to ensure adherence and proactive preparedness.
- Conduct all job tasks, duties, and interactions with professionalism, respect, a positive attitude, and in accordance with company compliance policies and applicable government regulations.
- Consistently support and demonstrate PHC's mission and values.
- Assist with PHC staff in-services focused on quality and value based care.
- Performs other duties as directed by your supervisor.

OTHER RESPONSIBILITIES/ACTIVITIES:

- Facilitate individualized departmental training as it relates to HIPAA, Safety and Best Practices training.
- Ensure that all safety procedures are followed.
- Uses consistent training tactics to ensure all employees are working towards the same production goals.
- Completion and/or involvement in special projects.
- Participation in relevant meetings and company-sponsored events.

SKILLS AND ABILITIES:

- **Decision Making:** Ability to make decisions that are guided by general instructions and practices requiring some interpretation. May make recommendations for solving problems of moderate complexity and importance.
- **Problem Solving:** Ability to address problems that are varied, requiring analysis or interpretation of the situation using direct observation, knowledge and skills based on general precedents.
- **Independence of Action:** Ability to follow precedents and procedures. May set priorities and organize work within general guidelines. Seeks assistance when confronted with difficult and/or unpredictable situations. Work progress is monitored by supervisor/manager.
- **Written Communications:** Ability to communicate clearly and effectively in written English with internal and external customers.
- **Oral Communications:** Ability to comprehend and communicate complex verbal information in English to medical center staff, patients, families and external customers.
- **Knowledge:** Ability to demonstrate full working knowledge of standard concepts, practices, procedures and policies with the ability to use them in varied situations.
- **Team Work:** Ability to act as a team leader for small projects or work groups, creating a collaborative and respectful team environment and improving workflows. Results may impact the operations of one or more departments.
- **Customer Service:** Ability to provide a high level of customer service to patients, visitors, staff and external customers in a professional, service-oriented, respectful manner using skills in active listening and problem solving. Ability to remain calm in stressful situations.

SUPERVISORY REQUIREMENTS:

- None



4700 Wichers Drive
Suite 306
Marrero, LA 70072
Phone: 504.309.3262
Fax: 504.309.9307

12-A Westbank Expressway
Suite 111
Gretna, LA 70053
Phone: 504.509.4800
Fax: 504.509.4802

QUALIFICATIONS:

- To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATIONAL EXPERIENCE:

- Bachelor degree in Science (Healthcare), or related field; or Licensed Practical Nurse graduate of an accredited school of nursing.
- At least 3 years of direct healthcare Quality Assurance experience; or 1 year of healthcare QA experience if accompanied by a Bachelor's Degree.
- Experience interacting with end users, project managers, business teams and leaders, external vendor partners and technical resources.
- Excellent verbal, written communication and presentation skills.
- Ability to build and maintain respectful, productive internal and external relationships, that are professional, encourage collaboration, ensure accountability and allow the achievement of mutual objectives and strategies.
- Strong attention to detail with a project and process management focus.
- Demonstrated accuracy with a strong attention to detail.
- Excellent work ethic and ability to prioritize tasks.
- Excellent problem solving skills.
- Ability to present findings and discuss issues with effectively.
- Ability to work independently and as a part of a team in a deliverable-focused professional environment.
- Ability to shift focus as necessary when priorities change without losing sight of original assignments.
- Willing and able to work extended hours as business needs require.
- Strong sense of confidentiality and professionalism regarding company and employee information.
- Strong listening, decision-making, time management, communication, and critical-thinking skills.
- Performance-driven with demonstrated ability to multi-task and work proactively with cross-functional teams.
- Proficiency with Microsoft Office programs, proficient in excel.

LANGUAGE SKILLS:

- Ability to read and interpret documents, write, speak and comprehend written documents fluently.
- Ability to speak effectively before groups or colleagues.

MATHEMATICAL SKILLS:

- Ability to work with mathematical concepts such as probability and statistical inference. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY:



4700 Wichers Drive
Suite 306
Marrero, LA 70072
Phone: 504.309.3262
Fax: 504.309.9307

12-A Westbank Expressway
Suite 111
Gretna, LA 70053
Phone: 504.509.4800
Fax: 504.509.4802

- Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

CERTIFICATIONS AND LICENSURES:

- Project Management Certification preferred
- Licensed Practical Nurse

WORK ENVIRONMENT:

- This job operates in a health care setting. This position requires frequent standing and walking.
- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.
- This job description includes the major duties and responsibilities of the job but is not inclusive of every task inherent to the job. In addition, it may be occasionally necessary for employees to be assigned tasks not specifically covered by their permanent assignment. Employees will be expected to comply with reasonable requests from their supervisor.

PHYSICAL DEMANDS:

- Stand for long periods.
- Perceive the size, shape, temperature, or texture of objects by touching with fingertips.
- Lift, push and/or pull up to 20 pounds.
- See objects at close vision and be able to identify and distinguish colors.
- Able to use hands and arms in handling, positioning, and moving materials.
- Able to sterilize, and/or clean laboratory equipment or healthcare equipment.
- PHC will comply with the Americans with Disabilities Act, including the Americans with Disabilities Act Amendment Act, and all other Federal, State, and local legislative requirements. PHC will ensure that reasonable accommodations are made to enable a qualified individual with a disability to perform the essential functions of that position.

Priority Health Care is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, national origin, ethnicity, citizenship status, religion, age, gender identification, pregnancy, marital or familial status, gender or sexual orientation, veteran or military status, physical or mental disability, genetic information, or on the basis of any other status protected by law, and in compliance with applicable federal, state and local laws

I accept the required job duties for the position and have received a copy of this job description.

Employee Signature

Date