**Reports To:** Chief Executive Officer (CEO)

**Primary Accountability:** Responsible for systems improvement within each department that leads to high quality patient care, improved health outcomes, and improved business operations. Responsible for internal and external clinical reporting requirements. Responsible for activities to provide [CHC] with risk management to ensure optimal patient and employee safety and quality of clinical care. Ensures regulatory adherence and risk reduction in clinical, business, and technological functions.

**Primary Duties & Responsibilities:**

1. Oversees implementation of the state-approved Coordinated Quality Improvement Program (CQIP).
   1. Maintains current knowledge of applicable [state] Administrative Codes and communicates changes in codes to the Executive Team.
   2. Ensures each of the components of the CQIP are carried out.
   3. Be a resource and/or facilitator for performance improvement projects and department improvement activities (see below).
   4. Assists teams with Plan, Do, Study, Act (PDSA) cycles.
   5. Designs/assists teams to design data collection tool and analyze/assist teams with analyzing data.
   6. Leads/assists teams to use improvement tools (brainstorming, flow charts, Ishikawa diagrams, Pareto charts, scatter diagrams, run charts, and control charts) for generating ideas, making decisions, and implementing change.
   7. Advises the CEO regarding improvement strategies and Organization Strategic Plan execution.
   8. Performs chart audits when a wide-spread problem/issue is suspected.
   9. Educates staff about change theory, identifying contributing factors to events, and appropriate action for process issues.
2. Responsible for monitoring performance of ongoing clinical measures and reporting.
   1. Prepares quarterly QI Report, interprets the variation in the data, and reports to the Quality Committee, Executive Team, and Board Quality Committee in written format.
   2. Prepares quarterly narrative summarizing work accomplished toward improving performance, trends identified, barriers identified to improving performance, and recommendations of actions to improve performance.
3. Responsible for the Healthcare Safety Portal to include maintenance of user rules, monitoring the event, reporting on events, and training employees on usage of the software.
4. Responsible for all accreditation activities including National Committee for Quality Assurance (NCQA) Patient Centered Medical Home recognition and AAAHC.
   1. Coordinates and maintains [CHC]’s ongoing accreditation with NCQA, obtaining input and participation from senior leadership and other [CHC] staff as necessary.
   2. Coordinates and maintains [CHC]’s accreditation efforts with AAAHC, obtaining input and participation from senior leadership and other [CHC] staff as necessary.
   3. Maintains current knowledge of all standards.
   4. Uses the interactive survey system to demonstrate compliance with the standards.
5. Performs administrative duties and monitors listservs, such as Agency for Healthcare Research and Quality (AHRQ), Institute for Healthcare Improvement (IHI), Patient-Centered Primary Care Collaborative, etc. to:
   1. Seek out innovative ideas pertinent to improving specific clinic processes or patient health outcomes.
   2. Seek out changes to evidence based clinical guidelines relevant to clinic patients/clinical focus.
6. Responsible for management, monitoring, data interpretation, and reporting of [CHC] Scorecard Program.
7. Responsible for ensuring that core measures and quality indicators (includes but is not limited to data for UDS, Meaningful Use, Pay for Performance Reporting, national recognition and accreditation programs) and risk management activities are communicated timely to internal and external audiences. Ensures data is validated and consistent.
8. Risk Management duties and responsibilities:
   1. Develops and implements a clinic risk management program, including identification of categories and types of risk.
   2. Recommends to CEO and appropriate management and board committees for all categories and types of risk, the levels of risk to be retained by the clinic versus that which should be protected against through the acquisition of insurance.
   3. Identifies and recommends to the CEO an insurance brokerage firm to assist in risk and insurance assessment and monitor the insurance products to address those needs.
   4. Establishes and maintains a program for tracking and reporting on all claims, subpoenas, and lawsuits involving the clinic. Represent the clinic in all matters relating to such claims, subpoenas, and lawsuits.
   5. Reports, at least annually, on the status of the risk management program to the appropriate management and board committee.
9. Human Resources duties and responsibilities:
   1. Participates in the development of recruitment and retention strategies.
   2. Effectively supervises employees.
   3. Participates in interviewing and candidate selection process.
   4. Develops and coordinates new employee orientation and on boarding program within the department.
   5. Creates and tracks training program within the department.
   6. Maintains documentation and follows corrective action process.
   7. Completes performance appraisal process per established policies.
10. Strategic Planning duties and responsibilities:
    1. Continually strives to meet strategic goals.
    2. Communicates strategic imperatives to staff regularly at staff meetings.
11. Budgeting duties and responsibilities:
    1. Develops annual operating budget.
    2. Effectively manages expenses for the department.
    3. Effectively manages staffing to budgeted FTEs.
12. Leadership duties and responsibilities:
    1. Actively participates in Executive Team.
    2. Assures staff is aware of strategic imperatives, organization goals, mission, vision, and current projects.
    3. Active participant in community.
    4. Communicates effectively with patients and all levels of the organization in a professional and timely manner.
    5. Develops and maintains policies and procedures as appropriate to role.
    6. Seeks out educational opportunities, stays current with trends, and implements appropriate changes within area of responsibility.
13. Quality Improvement duties and responsibilities:
    1. Utilizes the Plan, Do, Study, Act (PDSA) cycle.
    2. Reviews, investigates, and responds to complaints within the allowed time frame.
    3. Reviews, investigates, and responds to unusual events within the allowed time frame.

**General Development:**

1. Requires significant organizational skills in order to manage and direct the significant segments of the organization.
2. Job duties require the ability to work independently and as part of a team.
3. Job responsibilities require individual development of priorities for effective performance of duties including re-prioritization in response to changes in circumstances.
4. Employees are expected to devise effective solutions to situations encountered based on the general goals and objectives of the function.
5. Work requires consideration of the way the work affects other employees outside the department or functional area.
6. Work requires the incorporation of departmental/functional processes into the overall functioning of the organization.
7. Duties require drawing conclusions using inference and logic, which may be different than the conclusions that could be drawn by others.
8. This position requires the exercise of management authority over other employees, including the QI Program Manager, Clinical Data Analyst, Data Analyst, and QI Assistant.

**Professional & Technical Knowledge:**

* Advanced reading and writing skills, verbal and written communications skills, knowledge of mathematics and improvement science, and other general knowledge typically acquired through completion of a Master’s program.
* Experience using the Model for Improvement to lead improvement in a healthcare organization.

**Technical Skills:**

1. Ability to prepare more complex documents in Microsoft Word, including creating tables, charts, graphs, and other elements.
2. Ability to use advanced functions of Microsoft Excel, such as to create and manage databases including creating standardized reports, or link multiple worksheets and workbooks.
3. Ability to develop sophisticated presentations in Microsoft PowerPoint, including the use of embedded objects, transitions, and other elements.
4. Fully functional in use of the Outlook program.
5. Fully functional in use of the EMR program.
6. Fully functional in use of the Kronos program.
7. Knowledge of the HealthCare Safety Portal program at a level to train others.
8. Ability to access web based applications and programs of others.

**Communication Skills:**

1. Job duties require the employee to effectively communicate their opinions and extrapolations of information they collect and synthesize/analyze.
2. Employees are responsible for the resolution of conflicts that may arise because of disagreements between employees, between employees and customers or with the public, other legal entities or governmental authorities.
3. Employees must determine appropriate methods of communicating information through the use of tables, graphs, charts, and other visual forms.
4. Duties require preparation and execution of presentations to large groups.

**Work Environment:** Work is performed in an office environment within the clinic or remotely.

**Blood/Fluid Exposure Risk:** Category III: Tasks involve no greater exposure to blood, body fluids or tissues than would be encountered by a visit. Category 1 task are not a condition of employment.

**Typical Physical Demands:**

* Sitting for long periods of time
* Occasional lifting up to 20 pounds
* Occasional bending, walking, reaching and kneeling
* Good eyesight and vision for close work/computer screens
* Frequent use of the keyboard requiring manual dexterity
* Frequent writing requiring manual dexterity