**Reports to:** Chief Compliance and Development Officer

**Job Summary:** The Quality Manager (QM) supports the development and implementation of quality assurance measurements/audits/reviews, and assists in improving quality management processes through the [CHC] system. The QM manages quality assurance programs including patient satisfaction, risk management, safety, emergency measures, and QA systems as they pertain to the [CHC] strategic plan. The QM participates on the Executive Management Team as appropriate, leads the QA Committee, Safety Committee, and subsequent sub-committees as appropriate. Travels as needed between [CHC] clinics and state/national trainings.

**Qualifications:**

1. Bachelor’s degree (Master’s preferred) in appropriate field (public health, health administration, or other health-related field).
2. At least 3 years of experience in the fields of health, public health, or social service.
3. Familiarity with the National Committee for Quality Assurance (NCQA) and Center for Medicare/Medicaid Services (CMS) Meaningful Use Standards is preferred.
4. NCQA Certified Content Expert and/or Quality Improvement certification is preferred.
5. Demonstrated knowledge about health care services and quality improvement.
6. Cultural competence for our patient population.
7. Excellent organizational skills and strong written and verbal communication skills.
8. Demonstrated ability in building and maintaining effective partnerships internally and externally with an awareness of community resources.
9. Demonstrated ability in grant writing is desirable.
10. Demonstrated ability to work with customer/client groups and/or experience in membership organizations.
11. Ability to work and/or lead as a team member and work effectively with diverse people.
12. Ability to work with minimal supervision and maximum accountability with the ability to problem solve and work independently and collaboratively as a member or leader of a team.
13. A professional demeanor and a pleasant manner in telephone and personal contacts.
14. Analytical skills with the ability to manage and prioritize multiple tasks.
15. Fluency in written and spoken English.
16. Ability to travel nationally and around the states of Idaho and Oregon.
17. Strong computer skills, particularly competence in Microsoft Office – Word, Excel, Outlook, PowerPoint, OneNote, & the Internet.
18. Valid Driver’s License and clean driving record.

**Responsibilities:**

1. Develop, meet, and maintain objectives, coordinate and implement metrics, performance targets, and reporting requirements, work plans, and best practices for PCMH, PCPCH, Meaningful Use initiatives, and other QI recognition programs in line with the [CHC] mission and goals.
2. Acts as a change agent, driving process improvement, coordinating data collection, conducting gap/root-cause analyses and quality reviews for PCMH, PCPCH, and Meaningful Use recognition applications. Reporting, maintaining, and renewing recognitions.
3. Collaborates, plans, and organizes the implementation, monitoring, and reassessment of QA & activities and initiatives to meet established objectives and goals.
4. Maintains knowledge of current resources, legislative, and program changes relevant to PCMH, PCPCH, and medical home recognition programs, and Meaningful Use and QA initiatives.
5. Develops and implements Patient Satisfaction Surveys and Patient Comment processes; assists with result tabulations and disseminations; develops action plans from results and implements appropriate changes to process and workflows.
6. Develops and implements the [CHC] Patient Advisory Council.
7. Assists Medical/Dental Directors with reviews of clinical staff for compliance with [CHC] policies and procedures and with regulatory and recognition requirements.
8. Partners with Medical/Dental Directors and other management staff on documentation guidelines and QA training and assistance.
9. Analyzes/monitors data and clinical performance to identify trends, resource utilization, and emerging issues to prepare reports describing individual and clinic-wide performance for presentation to QA/QI committee.
10. Assists with defining, creating, and revising quality policies and procedures in conjunction with the Medical Director, Chief Operations Officer, and Chief Compliance and Development Officer.
11. Develops effective relationships with partners and other key stakeholders to promote a cooperative and constructive environment for improvement.
12. Coordinate with providers and clinic staff to promote communication, collaboration, and to ensure adherence to healthcare QA/QI guidelines.
13. Plan and facilitate meetings, coaching, and transformation efforts, trainings, technical assistance, webinars, and conference calls in relation to QA, Meaningful Use, PCMH, PCPCH, and medical home recognition programs.
14. Maintains effective communication with key staff for implementation and maintenance of QI program initiatives.
15. Assists in implementation of Per Member per Month (PMPM) incentive contracts in conjunction with the Chief Financial Officer.
16. Increase profitability for clinics through QA initiatives; assist with management of QA funding to maintain best use of resources.
17. Provide written progress reports for QA initiatives as required.
18. Perform related responsibilities as assigned by the Executive Management Team.

**Physical Requirements:**

1. Ability to lift 25lbs.
2. Prolonged sitting/standing/walking/stooping, etc.
3. Correctable vision and hearing.
4. Manual dexterity.
5. Must be able to read, write and speak clearly.