# JOB SUMMARY

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| The QI Director directs all efforts related to Quality Assurance, Risk Management, Corporate Compliance, and Accreditation with The Joint Commission, National Committee for Quality Assurance (NCQA), and Meaningful Use Standards. This position is a member of the Executive Leadership Team, and reports on regular intervals to Clinic Leaders, the Board of Directors, the Quality Committee, the Compliance Committee, and the Environment of Care Committee. This position maintains and ensures continuous compliance with the Coordinated Quality Improvement Program (CQIP). |

## PRIMARY JOB DUTIES

1. Directs all efforts related to Quality Assurance, including:
   1. Employs the Model for Improvement widely within the clinic as the standard tool for Performance Improvement activities.
   2. Maintains Critical Recall system.
   3. Initiates Performance Improvement Projects that target areas in need of improvement.
   4. Monitors active PI Projects and closes completed projects when the stated purpose is accomplished. Maintains good documentation of completed PI Projects. Publishes and promotes completed PI Projects to promote awareness and team spirit.
   5. Establishes measures to monitor clinical quality. Works with the Business Analyst to publish measures for easy access by stakeholders. Raises awareness around measures in need of additional attention.
   6. Maintains and monitors adherence to the CQIP as filed with the State.
2. Directs all efforts related to Risk Management, including:
   1. Reviews Incident Reports, and seeks reasonable resolution with impacted parties for incidents resulting from errors propagated by clinic staff.
   2. Obtains legal counsel for potentially litigious incidents.
   3. Minimizes financial risk for litigious or potentially litigious incidents.
      1. Maximizes utilization of the FTCA program for claims filed.
      2. Maintains FTCA scope of services to include as many [CHC] services as reasonably possible.
   4. Obtains and secures all appropriate documents related to litigation.
   5. Reports status and possible outcomes of active claims to the Executive Leadership Team on a regular basis.
   6. Reports new litigation, and resolved litigation, to the Corporate Compliance Committee.
3. Directs all efforts related to Corporate Compliance, including:
   1. Chairs the Corporate Compliance Committee.
   2. Serves as the organization’s Corporate Compliance Officer.
   3. Chairs the Environment of Care Committee.
   4. Participates actively in the Quality Committee.
   5. Reviews contracts to ensure compliance to clinic policies and applicable laws and regulations.
   6. Maintains policies and procedures in accordance with applicable laws and regulations.
   7. Monitors compliance to policies, procedures, laws, and regulations.
   8. Initiates appropriate corrective action when significant non-compliance is detected.
4. Directs all efforts related to Accreditation, including:
   1. Maintains accreditation with The Joint Commission.
      1. Reviews new and revised standards. Informing appropriate personnel of changes.
      2. Conducts regular tracers.
      3. Educates staff and supervisors around standards and methods of appropriate adoption of standards.
   2. Maintains accreditation as a Primary Care Medical Home with NCQA.
   3. Maintains compliance with Meaningful Use Standards.
5. Participates in grant writing opportunities as needed.

**GENERAL DUTIES AND RESPONSIBILITIES**

1. Performs other duties and tasks as assigned by supervisor.
2. Employees are expected to embrace, support and promote the core values of respect, integrity, trust, compassion and quality which align with the [CHC] mission statement through their actions and interactions with all patients, staff, and others.
3. Follows all safety policies and general housekeeping practices. Ensures the area and its equipment and supplies are neat, clean, safe and utilized appropriately at all times, and participates in emergency drills.
4. Demonstrates positive attitude toward clients, co-workers, and outside agencies.
5. Supports interdisciplinary team in area by listening to concerns and suggestions and by providing follow-up and feedback in a timely manner.
6. Keeps customer service and the mission of the organization in mind when interacting with all clients, co-workers, and others.
7. Must be able to tolerate frequent work interruptions, organize work and reset priorities in order to complete work responsibilities in a timely manner.
8. Follows all established policies, guidelines, and procedures, including federal and state regulations to assure safe practices and quality patient care. Includes following of Universal Precautions and Infection Control Standards and compliance with Joint Commission and HIPAA regulations.

### JOB SPECIFICATIONS

**1. Education:** Bachelor’s degree in healthcare or related field. Master’s degree in healthcare or related field preferred.

**2. Certification/Licensure:** N/A

**3. Experience:** Three years of directly related experience in ambulatory care. Senior management experience preferred.

**4. Essential Technical/Motor Skills:** Knowledge of computer applications and equipment related to work. Basic keyboarding skills and must have strong experience with Microsoft Office software. Exhibit strong customer service skills, strong process improvement background. Ability to represent the organization in a professional manner in a variety of settings, meet people with ease and have excellent written and verbal skills is a must. Bilingual English/Spanish preferred.

**5. Interpersonal Skills:** Excellent interpersonal and communication skills; ability to work with physicians, dentists, nurses, and other professional/technical staff and senior management within the system. Demonstrated skill in developing and maintaining productive work teams. Ability to demonstrate personal integrity in all interactions. Excellent organizational, interpersonal and networking skills with large groups as well as with individuals are essential. Ability to effectively present information and respond to questions from groups of managers, customers, and the general public. Must have sensitivity to low income and ethnic minority community.

**6. Essential Physical Requirements:** This job is performed mostly in a typical inside, office environment. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee is occasionally required to stand; walk; reach with hands and arms; climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 15 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Ability to read forms, computer screens, correspondence and other documents.

**7. Essential Mental Abilities:** Thorough organization, management, and human relations skills with a style which reflects maturity, leadership, sensitivity, flexibility, and teamwork. Demonstrated experience in working with culturally diverse populations; thorough understanding of the issues facing Community Health Centers derived through prior management experience; and knowledge of specific operating systems of Community Health Centers, such as patient flow and billing; achievements in developing new services and patient volume in similar organizations in coordination with the CEO. Ability to make decisions in line with state and federal regulations; ability to read, comprehend, and analyze documents, regulations, and policies; ability to prepare and submit complete and succinct documents necessary to the job. Ability to assess and evaluate, have attention to detail. Problem solving and analytical skills are required with a heavy emphasis on detailed analysis of information to support actions.

**8. Essential Sensory Requirements:**  Essential sensory requirements include the ability to: read computer keyboard, monitor, and documents; prepare and analyze documents; read extensively; see, recognize, receive and convey detailed information orally, by telephone and in person; convey accurate and detailed instructions by speaking to others in person and by telephone.

**9. Exposure to Hazards:** Worker is subject to inside environmental conditions on a frequent basis with moderate noise. Typical working conditions found in most administrative work areas. Worker has contact with consumers and other staff and may be exposed to medical conditions presented by them.

**10. Blood/Fluid Exposure Risk: (Check the right category)**

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| **Category I:** Tasks routinely involve a potential for mucous membrane or  skin contact exposure to blood, fluids or tissue. Use of  personal protective equipment (PPE), when appropriate, is  required.  **Category II:** Usual tasks do not involve exposure to blood, body fluid, or  tissues but job may require performing unplanned Category I  tasks.    **Category III:** Tasks involve no greater exposure to blood, body fluids, or  tissues than would be encountered by a visitor. Category I  task are not a condition of employment. |

**11. Age Specific Competency:** Position does not involve patient care. Position will demonstrate general knowledge and skill to effectively communicate and provide safety measures to all life cycles.

***This description is intended to describe the essential job functions and the essential requirements for the performance of this job. It is not an exhaustive list of all duties, responsibilities and requirements of a person so classified. Other functions may be assigned and management may, with or without notice, add or change the duties at any time. Employees are employed “at will”.***