

# Quality Improvement Coordinator



## Job Family Description - HEALTH SERVICES – Reports to: Director of Clinical Operations

This KCHC job family provides direction and support to the organizations corporate compliance work plan and manages the accreditation initiative, and to be an active, valued member of the Management Team. Jobs in this family maintain the highest confidentiality in regards to patient care and utilizes a team based leadership approach. To perform this job successfully, an individual must be able to perform the duties listed below satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

### Minimum Qualifications:

- ▶ **Education:** Bachelor's degree in a health related field preferred or Associates degree and/or commensurate experience focused in quality improvement. Experience and/or training in Management; or equivalent combination of education and experience. Satisfactory professional references.
- ▶ **Experience:** 3-8 years of experience preferable in a health care setting to include a minimum of 2 years in a supervisory capacity and/or quality management.

**Work Level/  
Management**

### Duties

- Assists the medical directors and the Quality Committee in the development of the Quality Improvement (QI) plan to include objectives, policies, standards and corrective procedures.
- Organizes the activities of the Quality Committee under the direction of the medial directors.
- Assists in the planning of a systematic, organization-wide quality improvement program.
- Assists with the preparation and assessment of quality reporting for Kinston Community Health Center, including Uniform Data systems, clinical protocols and grant required indicators.
- Provide training and education during new hire orientation and in-service training on HIPPA, Grievance, and an introduction to the QI Program.
- Analyzes, interprets, and maintains data to determine quality of patient care and to identify problems, patterns, and high-risk activities. Works closely with KCHC's IT staff and EHR team.
- Maintains clinical and administrative quality improvement records and reporting systems.
- Leads KCHC's Adult and Pediatric practice to PCMH certification/maintenance.
- Assist the care team by helping to measure quality and identify, refine, and implement performance improvements that support the medical home.
- Assist the care team in clincial audits, performance evaluation and quality improvement.
- Demonstrate personal responsibility and respect for patients, patients' families, and co-workers in professional appearance.
- Respond to disruptive patient or employee incidents, distribute and collect incident forms, and obtain police reports when necessary.
- Assists the CMO in monitoring regulatory and legal changes at the local, state and federal that effect the health center.
- Handles complaints and concerns of both patients and staff in a positive, professional manner. Knows where and when to direct problems that he/she is unable to resolve.
- Maintain documentation for Patient Satisfaction Survey's from KCHC patients.
- Act as Privacy Officer in the implementation of HIPAA privacy regulations including training programs, privacy notices, consents, authorizations, amendments and corrections, accounting of disclosure programs, and communication programs.
- Perform duties in a manner that is culturally and, if applicable, linguistically appropriate.
- Develop reports that facilitate better utilization of staff and business processes.
- (continued)



## Quality Improvement Coordinator, cont.

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**Work Level/  
Management**

#### **Duties (continued)**

- Has effective procedural knowledge of all software applications that impact daily Medical, i.e. practice management, electronic medical records and other related business applications.
- Organize annual training calendar for staff training to remain compliant for patient center medical home.
- Participate in continuing professional growth through attendance at workshops and professional in-services and through individual research and reading, to include communication skills.
- Attend and participate in organized functions of the Center and perform administrative functions as necessary.
- Participates in population management activities as directed by KCHC.
- Serves as back-up nurse (if applicable) in the clinic as assigned.
- Completes all other duties as assigned.

# Quality Improvement Coordinator, con't

Knowledge, Skills, & Abilities	Core Competencies
<ul style="list-style-type: none"> <li>▶ Knowledge of principles and practices of strategic planning, development, and evaluation.</li> <li>▶ Knowledge of and ability to interpret and apply related federal, state, and local laws, rules and regulations.</li> <li>▶ Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups or organizations. Ability to communicate with patients and family members from various educational and socio-economic backgrounds.</li> <li>▶ Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, and volume. Ability to apply concepts of basic mathematics</li> <li>▶ Knowledge of and ability to interpret and apply related institutional policies and procedures.</li> <li>▶ Knowledge of Microsoft Office; especially Word and Excel to help with writing policies/protocols and data management.</li> <li>▶ Ability to communicate effectively verbally and in writing.</li> <li>▶ Ability to establish and maintain effective working relationships.</li> <li>▶ Ability to cope with multiple stressors/demands.</li> </ul> <p><b>SUPERVISORY RESPONSIBILITIES</b></p> <p>May supervise other employees within the department</p>	<ul style="list-style-type: none"> <li>▶ <b>1. Communication</b> <ul style="list-style-type: none"> <li>– In addition to using highly developed analytical, technical, computer, oral, and written communication skills, uses high-level persuasion and negotiation skills.</li> </ul> </li> <li>▶ <b>2. Judgment/Decision Making</b> <ul style="list-style-type: none"> <li>– Provides input into strategic decisions that affect planning, policies, practices, and operations for a department, function and/or school/college.</li> </ul> </li> <li>▶ <b>3. Accountability &amp; Self-Management</b> <ul style="list-style-type: none"> <li>– Has full responsibility for interpreting, organizing, and executing assignments.</li> </ul> </li> <li>▶ <b>4. Supervision</b> <ul style="list-style-type: none"> <li>– Receives limited direction typically related to complex projects/situations.</li> </ul> </li> <li>▶ <b>5. Problem-Solving &amp; Analysis</b> <ul style="list-style-type: none"> <li>– Is generally expected to interpret and apply institutional policies, manage resources and initiate actions to achieve broadly defined objectives.</li> </ul> </li> <li>▶ <b>6. Budgetary Decisions</b> <ul style="list-style-type: none"> <li>– Provides input into the budget planning process and is responsible for controlling and recommending budget expenditures within own area.</li> </ul> </li> </ul> <p><i>I certify that I have read the entire job description and understand the duties of this position.</i></p> <p>Employee Signature: _____ Date _____</p> <p>Supervisor Signature: _____ Date _____</p>

*\*\* The statements described in this job description is the general nature and level of work being performed by individuals assigned to this classification. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so classified.*