

Quality Improvement Specialist

The Community Clinic Association of Los Angeles County (CCALAC) is a non-profit membership organization that provides a wide variety of essential services to LA's community clinics and health centers (clinics). Founded in 1994, CCALAC's mission is to, "promote community clinics and health centers as providers and advocates for expanding access to quality comprehensive health care for medically underserved people in Los Angeles County."

CCALAC's 65 member organizations serve over 1.4 million patients each year, regardless of ability to pay. These organizations include private, non-profit, 330-designated federally qualified health centers (FQHCs), FQHC Look-Alikes, free and community clinics.

JOB SUMMARY

Reporting to the Data Governance and Biostatistics Manager, the Quality Improvement (QI) Specialist supports the Clinical Services Division by supporting quality improvement projects and activities with member clinics, including collection and analysis of data on chronic disease, preventive, operations, and financial measures. The Quality Improvement Specialist helps to coordinate projects and activities and provides coaching and technical assistance activities to member clinic QI teams through quality improvement methodologies, tools, and templates.

JOB DUTIES:

1. Assist in delivering CCALAC's Quality Improvement program and activities.
2. In collaboration with the Director of Clinical Services and Data Governance and Biostatistics Manager, develop QI projects and assist in delivering project activities.
3. Provide technical assistance and coaching services in order to empower clinic teams using methodologies, tools and templates to support project goals.
4. Assist assigned clinic teams, program consultants and coaches in maximizing use of available health information technology resources to improve patient outcomes, increase efficiency, and improve workflows.
5. Solicit data from CCALAC member organizations and community partners on a regular basis for quality improvement projects.
6. Collaborate with Data Governance and Biostatistics Manager in utilizing audit tools to ensure that quality improvement processes and measures are developed, and best practice models are shared with member organizations.
7. Create organizational processes, structures, and templates for all data submissions.
8. Collect, validate, map, and upload all data into Salesforce platform.
9. Manage and develop Salesforce, Einstein Analytics, and Community Portal to create data dashboards and perform data analysis.
10. Compile and assess the quality of data to increase compliance rates as measured by national benchmarks.
11. Attend appropriate roundtable meetings (e.g. Clinical Advisory Group, Chief Operations Officer, Chief Financial Officer, Behavioral Health, Nursing & Clinical Support, Dental Directors) to share data presentations, solicit feedback, and encourage discussion on best practice sharing.
12. Lead, develop agenda and facilitate the Quality Improvement Roundtable.
13. Prepare data reports and presentations that clearly communicate data findings and quality improvement recommendations for internal staff, member clinics, webinars, conferences, and community partners.

14. Collaborate with Data Governance, Salesforce and Community Portal subcommittees on updates to each platform as needed.
15. Assist internal staff in the planning, coordination and implementation of the annual Health Care Symposium and other quality improvement training activities.
16. In collaboration with CCALAC's Training and Events Manager, provide educational resources and conduct training sessions, as needed.
17. Collaborate with Data Governance and Biostatistics Manager, Director of Clinical Services and Clinical Services Project Coordinator on data collection methods for specific projects.
18. Collaborate with internal committees to create policies, procedures, and strategies for the collection and storage of data across the organization.
19. Write reports on projects for management and funders, as needed.
20. Participate in evaluation activities to display successful outcomes.
21. Assist and support management with summarizing and disseminating experience-related learning by way of team updates, written reports and articles, and/or presentations as needed.
22. Perform other duties as assigned.

MINIMUM JOB REQUIREMENTS

1. Bachelor's degree required. Master's degree preferred.
2. At least two (2) years experience in clinical quality assurance and quality improvement within community health center setting.
3. At least two (2) years experience in data collection and analysis.
4. Background and experience in project management.
5. Ability to manage project data, evaluate results, and use information to identify solutions.
6. Ability to work on multiple projects.
7. Working knowledge of HEDIS and UDS reporting preferred.
8. Experience developing and providing presentations to health care and other professionals.
9. Ability to evaluate health care related data.
10. Ability to facilitate and coordinate the work as part of a team as well as independently.
11. Ability to maintain confidential information.
12. Excellent interpersonal skills with internal staff and member clinic staff.
13. Strong reading comprehension, oral and written skills required.
14. Attention to detail.
15. Must be able to occasionally travel to participating member health centers within LA County.
16. Strong understanding of Salesforce platform design and development of SFDC Community Cloud, platform architecture and out of the box functionality and configuration.
17. Demonstrated proficiency with MS Office Suite (Word, Excel, PowerPoint, and Outlook) required.

If you are interested in applying for this position, please submit cover letter and resume to humanresources@ccalac.org.