

# Job Announcement



**Position Title:** QI Director

**Supervises:** None

**Reports To:** Chief Medical Officer (CMO)

**Written by:** Human Resources Department

**Department:** Administration

**FLSA:** Exempt

**Effective Date:** 9/16

**Approved by:** CEO

**Salary Grade:** 21

**Mission Statement:** It is our mission to improve the quality of life for the diverse communities of South Los Angeles and Southeast Los Angeles County by providing affordable and comprehensive health care and education in a welcoming and multi-cultural environment. We aim to lead the way in health care in South Los Angeles, as the premier provider and employer of choice offering comprehensive, high quality, affordable, efficient and culturally responsive services.

**General Summary:**

*Implements and modifies as needed patient care policies and procedures, oversees quality, compliance, patient outcomes, grievances, and participates in overall decision-making.*

**Essential Duties:** (\*Essential Functions)

- Develops, maintains and reports on activities of the Continuous Quality Improvement programs
- Monitors and evaluates clinical data for accuracy and completeness
- Reviews, establishes, and maintains patient care protocols and standards of care, ensuring that all federal and State policies, regulations, and guidelines for patient care are met in coordination with the Chief medical Officer
- Responsible for selecting, orienting, training, assigning, scheduling, coaching, counseling, and disciplining employees; communicating job expectations; planning, monitoring, appraising job contributions; recommending compensation actions; adhering to policies and procedures
- Coordinates with appropriate staff to monitor and routinely audits clinic operations to ensure compliance with all contractual and regulatory mandates
- Reviews and renders determination on all patient complaints/grievances regarding clinical care
- Maintains working knowledge of health care environment as it relates to clinical programs
- Prepares reports regarding areas of responsibility for review by CMO, CEO, COO, and CFO
- Oversees Preventive Health Guidelines development and preventive health measures
- Establishes and staffs the Continuous Quality Improvement Committee (CQIC)
- Oversees quality improvement issues as noted in the SCFHC Quality Improvement Plan, including utilization of services, medication use, sentinel events/adverse outcomes, medical records completeness and quality of entries, safety and infection control, provider credentialing, and preparation for site visit audits
- Ability to supervise and train employees, to include organizing, prioritizing, and scheduling work assignments
- Knowledge of clinical objectives, programs, methods, procedures, and standards within area of expertise
- Skill in developing and implementing new strategies and procedures
- Knowledge and understanding of all facets of professional patient care within area of expertise
- Ability to use independent judgment and to manage and impart information to a range of clientele and/or media sources
- Knowledge of related accreditation and certification requirements

**Job Specifications:** *(Knowledge, skills, abilities and experience normally required for competent performance)*

Education and Knowledge

- BA Degree
- Knowledge of Next-Gen EDR, EHR, EPM, preferred
- Required knowledge of medical/dental terminology

Experience

- Must have minimum 2 years' experience in community clinic setting preferred
- Bilingual English/Spanish, preferred
- Must be able to work independently within scope of assigned task with minimum supervision

Licensure and Certifications

- Registered Nurse, with current California License
- Current on professional CME requirements
- Current Basic Life Support (BLS)

**TO APPLY:** Send cover letter & resume to Human Resources at [hr@scfhc.org](mailto:hr@scfhc.org) or fax to (323) 432-4877

**Deadline: Open until filled**