

## **Quality Improvement Coordinator**

Do you have a passion for helping the underserved in your community? Are you a team player with a good attitude ready to step into a challenging position? Do you have impeccable communication and organization skills to contribute to an amazing team? If you are an experienced Quality Improvement Coordinator and you answered yes to these questions, then TCC Family Health has a great employment opportunity for you.

### **The Company:**

For over 80 years, The Children's Clinic, "Serving Children & Their Families" dba TCC Family Health (TCC), a not for profit community health center, has been providing access to quality health care for those most in need in our community. TCC believes that the first step in providing quality, patient-centered health care is understanding the range of personal, social, economic, and environmental factors that influence health and wellbeing. TCC Family Health's attention to the root causes of health disparities with the goal of health equity is at the core of our approach, which understands the critical importance of access to quality medical care, mental health and wellness services to those most in need in our community. TCC puts cultural humility and diversity at the forefront, working with the greater Long Beach community to create programs and services that are culturally appropriate and address the unique challenges they face.

### **Our Mission**

To provide innovative, integrated, quality health care that will contribute to a healthy community, focusing on those in need and working with patients and the community as partners in their overall well-being.

### **Primary Function**

This position assists, the Compliance and QI Manager, with strengthening TCC's culture of safety, excellence in quality care and transparency. This position will assist in developing, monitoring & reaching quality goals and processes described in the TCC QI Plan. Attend and report on relative CPCA, CCALAC meetings/webinars and any other educational information sessions deemed necessary by the Compliance and QI Manager.

### **Essential Duties and Functions**

- Coordinate and facilitate scheduled performance monitoring and reporting on quality and patient satisfaction.
- Maintain and update QI/QM calendar and track status of reports and surveys.
- Create, maintain, update, and run automated performance monitoring reports.
- Create instruments and sample population sets for monitoring and reporting.
- Perform clinic-level audits in tandem with clinic staff to ensure consistency and accuracy of performance data.
- Tabulate results of monitors and surveys and report on survey results.
- Maintain a timely record of meetings and activities via meetings minutes and agendas.
- Prepare standard reports for various working committees throughout the organization.
- Work with Compliance, Quality Assurance & Improvement Manager to provide technical assistance to TCC programs in the development and implementation of performance monitors and for quality improvement projects.

- Assist TCC Management in responding to client feedback from various sources.
- In conjunction with the Compliance, Quality Assurance & Improvement Manager, train all levels of staff on QM principles and practice.
- Assist the Compliance, Quality Assurance & Improvement Manager in staff development and education activities among TCC departments.
- Maintain privacy of all patients, employees and volunteer information and access such information only on a need to know basis for business purposes, adhering to HIPAA laws and regulations.
- Responsible for understanding Quality Improvement initiatives, goals and objectives determined by HRSA, CMS, Patient Centered Medical Home, Meaningful Use, Uniform Data System, Office of State Planning Department, Department of Managed Care Service, Managed Care, etc.
- Is responsible for working on and project managing new applications, renewals, and ongoing monitoring for Patient Centered Medical Home accreditation for TCC's clinics.
- Creates and maintains quality dashboards and reports to disseminate pertinent information for staff.
- Ensures that TCC has an on-going QA & QI plan that includes clinical services and management.
- Maintains that patient and staff satisfaction surveys are conducted on a regular basis and that information is disseminated to appropriate channels.
- Identifies quality improvement training needs for TCC's staff and that Provider credentialing is thoroughly completed, according to federal requirements.
- Analyzes all patient experience via reports and surveys collected by gathering pertinent facts and information, identifying areas for improvement and prioritizing issues based on level of organizational exposure.
- Attends and participates in all assigned internal and external meetings as directed
- Complies with all regulations regarding corporate integrity and security obligations; reports all behaviors and/ or activities that are unethical, fraudulent, or unlawful.
- Other duties as assigned.

### **Desired Skills/Qualifications**

- **Experience & Knowledge** - Two to four years of experience in a health related field or equivalent work experience preferred. Previous experience in quality improvement is a plus. Working knowledge of Federal, State, and local laws, regulations, and policies related to ambulatory health service delivery systems. Understanding of HEDIS, Quality Improvement and Utilization Management in Managed-Care. Understanding of quality and regulatory requirements for Community Health Centers. Culturally competent in assessing systems of care serving underserved patient populations. Demonstrated ability to work effectively with people of diverse races, ethnicities, ages, and sexual orientations in a multicultural work environment.
- **Education** - Bachelor's in Public Health, Public Administration, Public Policy or other related field required.
- **Skills** - Strong organizational, analytical and logical thinking skills. Detail oriented and very organized. Has the ability to prioritize tasks. Excellent computer skills including Microsoft office suite, the internet, electronic health records systems, and word processing and spreadsheet programs. Excellent interpersonal and oral and written communication skills. Demonstrated ability to work with health care providers, consumers, and all levels of department staff. Able to work independently and in a team environment. Ability to set up monitoring systems to efficiently manage TCC's quality improvement requirements. Must be able to stay up to date

with important quality assurance and quality improvement requirements and meet deadlines in a timely manner. Must have a valid California driver's license with clean records and access to an insured automobile.

- **Personal Qualities** - Strong people skills. Resourceful and is a problem solver. Takes initiative. Culturally competent in assessing systems of care serving underserved patient populations. Ability to work in a fast paced environment and handle multiple tasks. Demonstrated ability to work effectively with people of diverse races, ethnicities, ages, and sexual orientations in a multicultural work environment. Possess a passion for TCC's work and its mission to serve underserved patient populations. Proven reliability, trustworthiness and high ethical standards. Flexibility with work schedule.

**Generous Company Benefits:**

- Medical, Dental, & Vision Insurance
- Company Paid Life Insurance
- 401k with employer contribution
- Employee Assistance Program (EAP)
- Flexible Spending Account (FSA)
- AFLAC
- United PetCare Program
- Paid Time Off (PTO) - 22.9 days per year

***TCC Family Health is an equal opportunity employer committed to a diverse and inclusive workforce. Applicants will receive consideration for employment without regard to race, color, religion, sex (including pregnancy), age, sexual orientation, national origin, marital status, parental status, ancestry, disability, gender identity, veteran status, genetic information, other distinguishing characteristics of diversity and inclusion, or any other protected status.***

***External hires must pass a background check/drug screen. Qualified applicants with arrest and/or conviction records will be considered for employment in a manner consistent with federal and state laws, as well as applicable local ordinances, including but not limited to the Los Angeles Fair Chance Ordinances.***