

POSITION DESCRIPTION

POSITION: Quality Improvement Manager

REPORTS TO: Chief Medical Officer

DEPARTMENT: Quality Improvement

OUR MISSION

East Valley Community Health Center's mission is to provide access to excellent health care while engaging and empowering our patients, employees and partners to improve their well-being and the health of our communities.

CORE VALUES

- **High Quality Services** – We will provide quality services that meet the needs of our patients. We will pursue continuous improvement in everything we do.
- **Excellent Customer Service** – We are committed to being the preferred provider of health services in the areas we serve.
- **Integrity** – We will be honest and responsible in dealing with patients and coworkers and the communities where we serve.
- **Accountability** – We are accountable, individually and in teams, for our actions and results.
- **Safe Environment** – We will work in a safe manner that promotes the health and well-being of all individuals.
- **Profitability/Fiscal Responsibility** – We are dedicated to earning financial returns that will enable us to grow and enhance our value to our communities.

In addition to your position description, please ensure you are familiar with EVCHC's Human Resources Policies and Procedures and the Corporate Compliance Guide which cover common policies and expectations applicable to all EVCHC employees.

POSITION PURPOSE:

The Quality Improvement Manager is responsible for the oversight of clinical analytics in order to ensure a proactive approach to the improvement of quality of care and patient clinical outcomes.

MAJOR POSITION RESPONSIBILITIES AND FUNCTIONS:

- Lead the development and management of a clinical analytics program (IT applications, data analysis, reports and documentation) to support East Valley's Leadership Team in

their decision-making process in regards to clinical quality improvement.

- In collaboration with CMO, ensure QI Plans meet clinical standards of care and achieve the desired outcomes.
- Supervise the overall performance of staff in Quality Improvement Department, including hiring, training, evaluating and implementing performance improvement activities as required.
- Track and trend performance of providers in individual measures, generate required reports for the CMO, CEO and other management Team members as required.
- In collaboration with the CMO and COO, develop PDSA cycles and provide reporting updates.
- In collaboration with the CMO and COO, ensure the progression of achieving Meaningful Use (MU) requirements; providing reporting updates to monitor compliance and developing PDSA cycles when requirements are not satisfied.
- Lead and ensure the progression and maintenance of Patient Centered Medical Home Recognition. Collaborate with COO and CMO to ensure compliance with PCMH measures and develop PDSA cycles as necessary.
- Responsible for developing methods for data collection and extraction through i2iTracks, NextGen, other applications and/or methods.
- Assist care teams in utilizing IT software/applications to meet regulatory and clinical guidelines/standards. Apply leadership tactics to promote user participation, engagement and ownership in the continuous improvement of systems utilization.
- In collaboration with the CMO and COO, design training and technical assistance opportunities that are relevant, impactful, and cost-effective for staff to achieve clinical goals through operational performance improvement.
- Direct the analysis and recommend methodologies for reengineering complex workflows and processes affected by clinical information systems (i.e. i2iTracks, NextGen, Patient Portal...etc.).
- Provide expertise to the Operations team in the identification, development, tactical deployment and maintenance of evidence based best-practice processes to achieve desired QI outcomes.

- Collaborate with the IT team to develop appropriate algorithms, rules, and predictive analytics to continually enhance the value of information provided to users.
- Participate in staff and management meetings as they relate to the QI activities.
- Other duties as assigned.

POSITION REQUIREMENTS AND QUALIFICATIONS:

- Minimum Bachelor of Science degree in Health Science, Administration, or related field.
- Minimum 1-2 years of progressive experience in Quality Improvement and coordination of health care programs in a healthcare facility, preferably with a federally funded health center.
- Must demonstrate integrity, sound judgment, demonstrated leadership skills, and strong interpersonal and communications skills.
- Demonstrated ability to work independently and as a team member in improving delivery of care to persons with chronic diseases.
- Outstanding skills in data collection, analysis and presentation.
- Strong skill in Microsoft Office software, including use of Excel to create spreadsheets and graphs, and PowerPoint.
- Knowledge of i2i Tracks and NextGen software highly preferred.
- Experience working with disadvantaged populations helpful and knowledge of health disparities highly desired.
- Excellent oral and written communication skills needed, strong organizational ability required.

Working Conditions/Physical/Mental Abilities and Processes:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

- Duties are performed primarily in an office setting.
- Work requires long periods of standing, sitting, lifting, turning, twisting, waling, pushing, pulling, reaching, speaking, hearing, seeing and ability to articulate clearly.
- Ability to stand, sit, stoop, kneel, and bend on order to retrieve files and records.
- Ability to work with personal computer for long periods of time.
- Ability to write notes, track and graph records and reports.
- Ability to work productively in a small office space used by multiple employees.

****Disclaimer:*** *This position description indicates in general terms the type and level of work performed and responsibilities held by the employee(s) occupying this position. Duties described*

are not to be interpreted as an exhaustive list of all responsibilities. Employee(s) will be required to follow any other job-related instructions and to perform other job-related duties requested by their supervisor in compliance with Federal and State Laws.

EMPLOYEE ACKNOWLEDGEMENT

I acknowledge I have received, read and understand my position description.

Employee Signature

Date

Employee Print Name

Employee File #