

Job Description



Position Title: OVC QI Analyst

Department: Clinical

Supervises: None

FLSA:

Salary Grade:

Reports To: Sr. QI Director

Effective Date: 04/01/2022

Written by: Human Resources Department

Approved by:

General Summary:

Under the direction of the Sr. QI Director, the OVC Quality Improvement Analyst will also function and be known as Diabetic RPM Coordinator and will provide instructions and educate patients on proper use of the Diabetic RPM device and walk through the process of collecting accurate readings.

Summary of Essential Duties

- Provide the appropriate Diabetic RPM device (*Freestyle Libre 2 System* by Abbot).
- Distribute CGM monitoring devices to identified patient participants
- Work with IT tech support to assess each patient's home technology capabilities at the time of device orientation
- Confirm the frequency of device use and expectations for collecting readings.
- Diabetic monitors: instruct patients to collect data once or twice daily, at the same time each day.
- Inform the patient that all data collected using cellular data and will be automatically sent to the health center and reviewed by Diabetic RPM Coordinator. They will not be charged for data transfer.
- Provide health education materials such as handouts on best practices, techniques to collect accurate readings, and tracking logs for patients to track their readings at home.
- Work with Sr. QI director to develop and implement an incentive program for patient participation in the CGM program
- Document written or verbal patient consent to participation in RPM services and visit details within the progress note of the patient chart.
- Provide care coordinate with four (4) Clinician-led Care Teams (across various health center sites) with a minimum of 25 patients each enrolled in the program throughout the 2-year grant period (a total of 100 patients)
- Log into the RPM device portal and review the list of the patients participating in the RPM program.
- The Diabetic RPM Coordinator and his team will then follow-up with the patients through phone to discuss any issues, review treatment adherence, and encourage patients to use the device.
- Document all data from the RPM device portal directly into the patient's chart within the EHR. All data will be entered into the vitals section of the patient chart, along with an average reading for the measurement period (e.g., one week).
- Work with Sr. QI director to establish data capture/reporting requirements including pre- and post-intervention surveys for patients and providers.
- Work with Sr. QI director to implement program monitoring activities to ensure timely and accurate evaluation of the CGM program.
- Work with Sr. QI director to implement continuous quality improvement reporting to identify what is working
- Provide ongoing patient support to ensure continuous monitoring compliance.
- Provide support interventions by the Care Team using real-time glucose alarms to notify patients and the care team when glucose levels are too low or high.
- Must maintain patient confidentiality in accordance with SCFHC policy and HIPPA guidelines

Job Description



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

Education and Knowledge

- High School Diploma or equivalent required
- Require knowledge of medical/office equipment, and Basic Medical terminology
- Must be able to communicate effectively, in English, both verbally and written

Experience

- Must have minimum of 2 years' experience in clinical setting
- Must have excellent communication skills and be detailed orientated.

Required Skills/Knowledge/Abilities

- Excellent written, oral and customer service skills with patients, visitors, and staff
- Excellent interpersonal, organizational, and project management skills
- Computer knowledge, Microsoft Office products (Word/Excel), communication systems and internet search capabilities
- Strong charting/documentation skills.
- Must be detailed orientated.
- Bilingual and Bi-literate Spanish/English preferred

Licensure and Certifications

- Current BLS Certification required

Financial Responsibility and Authority:

- None

Deadline: Open until filled

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

PLEASE VISIT: <https://recruiting.paylocity.com/recruiting/jobs/All/325da02f-904e-426b-ab73-f734fa9906c9/South-Central-Family-Health-Cent>