



**Job Description
Director of Quality**

<i>Department:</i>	QueensCare Health Centers	<i>Prepared By:</i>	Edward Liao, Chief Medical Officer
<i>Reports To:</i>	Chief Medical Officer	<i>Approved By:</i>	
<i>FLSA Status:</i>	Exempt	<i>Approved Date:</i>	

SUMMARY:

The Director of Quality will oversee and improve quality of care at the health centers; assess status of population health metrics, strategize process improvement and campaigns, set best practices based on results, and promote programs organization-wide; and is responsible for the Quality Program, ensuring that it is up to date and in compliance with regulatory bodies.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:

1. Innovates quality improvement to meet and surpass standards.
2. Manages team members – 2 Field Quality Managers – with respect and professionalism. Sets deadlines and holds members accountable for their work.
3. Communicates and collaborates interdepartmentally to execute workflows.
4. Leads Quality Committee meetings, setting priorities based on needs, editing meeting minutes, and producing reports regularly for Board of Directors’ meetings, among other meetings.
5. Ensures that Quality Program is compliant with Health Resources and Services Administration (HRSA) and National Committee on Quality Assurance (NCQA) guidelines.
6. Develops trainings that are based on latest evidence/science for all clinical staff to excel. Determines the format of training – web-based or hands-on – for best results. Assesses staff competence regularly and offers feedback and additional training.
7. Works independently with good time management skills utilizing resources at his/her/their disposal before reaching out to experts, like other directors, public health authorities, and/or health plan quality leads.
8. Collects data on utilization management, makes assessments, deploys strategies to decrease redundant or unnecessary specialty resources, analyzes results, and adjusts strategies accordingly
9. Directs transitions of care to decrease rehospitalization and unnecessary usage of emergent services.
10. Works effectively with medical and other service providers to improve quality of care.
11. Supports and implements the organization’s vision, mission and values.

12. Determines priorities and method of completing daily workload to ensure that all responsibilities are carried out in a timely manner.
13. Performs all job functions in a professional and courteous manner.
14. Fosters and promotes a culture of service excellence and accountability.
15. Acts and communicates in a professional manner to reduce friction with patients, providers, and staff.
16. Attends appropriate meetings as requested.
17. Maintains professional appearance in accordance with organizational policies.
18. Participates in committees when requested.
19. Supervises students adequately.
20. Uses discretion and judgement in handling sensitive or confidential information.
21. Complies with organizational policies and procedures.
22. Performs all other duties as assigned.
23. Must be willing and able to work at all locations as needed to meet patient care needs.

QUALIFICATIONS:

To perform this job successfully, an individual must be detail-oriented to comply with regulatory bodies but innovative to consider other delivery methods to achieve higher metrics of population health.

- He/she/they must communicate well, inspire not only team members but physicians, advanced practitioners, optometrists, integrative behavioral providers, medical assistants, and other staff members.
- Must work well independently and be resourceful to research issues and questions that arise.

EDUCATION/EXPERIENCE:

- BS or BA Degree required. Healthcare background preferred.
- RN associates degree preferred.
- Certified Professional Healthcare Quality (CPHQ) certification preferred.
- Minimum of 4 years prior experience in a healthcare environment performing quality and process improvement duties.

LANGUAGE SKILLS:

Ability to read and interpret documents, such as policies and procedures, benefits information, benefit surveys, board minutes, routine mail, simple contracts, and procedure manuals. Ability to compose routine reports and correspondence. Ability to speak effectively with employees, visitors and management.

MATHEMATICAL SKILLS:

Ability to calculate figures and amounts such as discounts, proportions, percentages, and the ability to apply concepts of statistical analysis and basic algebra.

REASONING ABILITY:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to apply common sense to daily situations that arise. Ability to make decision and execute timely in order to produce a positive outcome.

OTHER SKILLS AND ABILITIES:

1. Adheres to company's policies and procedures.
2. Demonstrates a broad knowledge of and competency in management and supervisory functions.
3. Demonstrates knowledge of current compliance standards for federal, state and local regulatory agencies.
4. Maintains and promotes a safe work environment.
5. Demonstrates excellent communication skills, both oral and written.
6. Demonstrates proficiency in computer applications such as Microsoft Excel, Power Point, Word and Outlook.
7. Displays positive outlook on the job and promotes professional behavior always.
8. Ability to organize and prioritize work with minimum supervision.
9. Leadership skills to provide direction and inspire others.
10. Communicates and works diplomatically in politically sensitive situations.
11. Ability to manage time efficiently and follow through on duties to completion.
12. Understands and commits to maintaining highest level of confidentiality.
13. Demonstrated ability to build the trust and respect of patients, staff, colleagues, and other external contacts.
14. Excellent problem-solving skills required, including creativity, resourcefulness, timeliness, and technical knowledge related to analyzing and resolving medical problems.
15. Sensitivity to needs of culturally and linguistically diverse patient and employee population.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle or feel and reach with hands and arms. The employee frequently is required to stand, walk, and sit. The employee is occasionally required to climb or balance, stoop, kneel, crouch, or sit. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 30 pounds. The employee is occasionally required to ascend and descend one flight of stairs. Specific vision abilities required by the job include close vision, color vision, and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations

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

The noise level in the work environment is often low. However, there are many times when there is a high ambient background noise of phones and multiple conversations. Must be able to screen out the background noise to concentrate on the work at hand.

I have read and understand the above job description.

Employee Name (Please print)

Date

Employee Signature