



Job Posting

Title: Clinical Quality Improvement Manager

Base Salary Range: \$72,000 - \$76,000 plus benefits

FTE: Full-time, Exempt

Our Mission: The Mission of South Central Family Health Center is to improve the quality of life for the diverse Community of inner city Los Angeles by providing affordable and comprehensive health care and education in a welcoming and multi-cultural environment. 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: Under the supervision of the Senior Director of QI & Chronic Disease Management, the Clinical QI Manager will be an integral part of the Quality Improvement team focusing on providing data analysis and performance supervision to QI Specialist and Coordinators. The CQI Manager will have the ability to effectively manage multiple projects, collect and evaluate data, generate reports and communicate between internal and external departments. This includes responsibility for population management strategies, coordinating IT-enabled patient registries and focused studies and reporting for all SCFHC providers. The CQI Manager will also support the organization and clinical care teams in utilization of the Patient-Centered Medical Home (PCMH) model. Will work with Sr. Director of QI in establish standards of practice consistent with health plans and safety net standards or other standards set by the Board of Directors, monitor performance across sites, and organize educational training that supports quality management.

- Tracks data and generate reports for UDS submission, QI Dashboards, HCCN Project, Peer Review, CCALAC Data Submission, PCMH, and Essential Access.
- Support the implementation of chronic disease management programs as directed
- In conjunction with Sr. Director QI, assist and work with QI Specialists to improve QI measures
- Will assist QI Director in the developing and writing clinical support policies and procedures.
- Generates weekly, monthly, quarterly, and annual reports for internal and external purposes.
- Serves as a quality improvement subject matter expert for data stewardship and analysis focusing on HEDIS and UDS data sets while continuously assessing data for trends and effectively communicating findings to clinical teams.
- Utilizes the available business intelligence system, i2iTracks, NextGen, and other electronic systems to develop reports which provide necessary data to monitor QI efforts and operational processes.
- Maintains knowledge of current QI concepts and techniques and assists with the dissemination of this information through formal and informal training and coaching for staff and project teams.
- Responsible for staff performance, staff development and defines schedules for staff coverage and adjusts staff assignments and responsibilities as needed
- Trains QI staff with data reporting needs as indicated.
- Participates in Patient Advisory Council, staff, committees, and management meetings as they relate to QI activities both with internal and with external stakeholders.
- Assists with PCMH application and maintenance.
- Assist with annual FTCA application related to QI.
- Generates the quarterly Provider Incentive Report.



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- Maintains SCFHC's business intelligence systems, patient outreach modalities, and various reporting dependencies and utilizes the EMR, and other electronic systems to develop reports that provide data for quality improvement activities, care coordination, and population management activities.
- Has a strong functional knowledge of i2iTracks, Power-Bi, and Excel and integrates data extracts as needed with available business intelligence system to prepare QI reports, dashboards and care team performance reports.

Qualifications and Experience:

- Master's degree (MPH, MPA, MS) strongly preferred
- BA/BS is required
- Minimum 2-year experience in clinical health environment required
- Minimum 2 to 3 years administrative and managerial experience required
- Knowledge of principles related to Patient Centered Medical Home (PCMH), Meaningful Use/Promoting Interoperability, and clinical QI (e.g., Care Model, Model for Improvement, Breakthrough Model.)
- Must be able to communicate effectively, in English, both verbally and written
- Clinical experience (for example, as a nurse, LVN) is strongly desired.
- At least three years relevant project design, management, and evaluation experience.
- Experience working in or with community health centers is strongly preferred.
- Experience as a trainer is strongly preferred.

Skills and Abilities:

- Experience with managing database, running reports and searches in i2iTracks
- Experience with compiling data and reports using Microsoft Excel Spread sheet
- Strong documentation skills.
- Must be detailed orientated with utilizing data and reports.
- Bilingual and Bi-literate Spanish/English strongly preferred
- Nextgen EMR preferred
- Medical Scheduling preferred
- Computer knowledge, Microsoft Office Suite communication systems and internet search capabilities

Top benefits or perks: As a team member at South Central Family Health Center, you'll enjoy competitive wages and generous benefits:

- Benefits: Health Care, Dental, Life Insurance
- 403 (b) Retirement plan
- Education Reimbursement
- Career development: Entry-level employees have opportunities to work in management, HR or other areas of the company.

Contact/application information:

To apply please visit South Central Family Health Center's website at:

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



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