



# Arroyo Vista Family Health Center

## JOB DESCRIPTION

**Position Title:** Quality Management and Risk Management Coordinator

**Salary Range:** \$25.03 - \$28.75 Hourly

### **Summary:**

Under the direct supervision of the Quality Management and Risk Management Director, the Quality Management and Risk Management Coordinator is responsible for providing administrative and coordination support on the Agency's Quality Management/Risk Management Program projects, The Joint Commission Ambulatory Program, The Joint Commission Primary Care Medical Home, Quality Management Trainings, Quality Management surveys, and other related projects as assigned.

### **DUTIES AND RESPONSIBILITIES:**

1. Responsible for providing coordination and administrative support for the effective management of specific aspects of the Quality Management/Risk Management Program in accordance with Agency policy and standards, and provides recommendations for improvement.
2. Responsible for assisting with and coordinating the Agency's The Joint Commission program, assures the Agency consistently has current Joint Commission Ambulatory Care standards and Joint Commission Primary Care Medical Home standards available at all health center sites, assures distribution of current The Joint Commission standards to department managers, and other key staff.
3. Responsible for coordination of The Joint Commission unannounced survey process to include e.g., assuring a current The Joint Commission unannounced readiness assignment is on file at all health center sites and that it is distributed to all assigned staff, assures The Joint Commission unannounced readiness assignment is inclusive of The Joint Commission arrival on day one through the exit conference on day three, checks The Joint Commission website daily for the unannounced survey and alerts the staff, assures The Joint Commission standards staff assignments are current and available at all health center sites, and to all department managers and key staff.
4. Responsible for assisting with and coordinating continuous preparation for The Joint Commission unannounced survey, assists the QM/RM Director with coordination, implementation and review of The Joint Commission Periodic Performance Review and other Agency The Joint Commission self-surveys, assures Periodic Performance Review are available on file, and assures distribution of the Interim Cycle Monitoring Review to department managers and other key staff, coordinates submission of Corrective Action Plans (CAPs) on the Interim Cycle Monitoring Review Survey findings from managers to the QM/RM Director, and assists with monitoring CAPs to assure progress with compliance within designated timelines.

5. Responsible for assisting with and coordinating continuous preparation for The Joint Commission Primary Care Medical Home (PCMH) unannounced survey, assures standards are current and on file, assures distribution of standards to department managers and key staff, assist the QM/RM Director with coordination, implementation and review of The Joint Commission Primary Care Medical Home self-surveys, coordinates submission of CAPs on survey finding from managers to the QM/RM Director, and assists with monitoring CAPs to assure progress with compliance within designated timelines.
6. Responsible for assisting with coordinating internal audits for external audit readiness surveillance and support for The Joint Commission, Managed Care, HWLA CHDP, LA County Immunization program, etc., under the guidance of the Director of Quality and Risk Management.
7. Responsible for assisting with review and analysis of monthly and quarterly, and as a needed basis, findings on Pediatric and Adult Federal Indicators, Invasive Procedures Time-out and Informed Consent, Infection Control and Preventive Maintenance internal audits in accordance with agency policies and regulatory guidelines.
8. Responsible for actively participating in the Agency's Educational Program pertaining to Quality Management/Risk Management and assists with and coordinates the scheduling of QM trainings including e.g., The Joint Commission and PCMH webinars and other training, the annual staff skills competency training, the annual NORCAL training and other related training and webinars as assigned.
9. Responsible for collaboratively assisting with and coordinating The Joint Commission and PCMH surveys, and with other Agency Program audits as assigned.
10. Responsible for actively participating in the Improving Organizational Performance Program, to include Risk Management Program, Infection Control Program, Safety Program, and Emergency Preparedness Program, and complies with these program expectations, policies, and regulations.
11. Responsible for assisting the Director of QM/RM with other related administrative QM/RM duties as assigned.

### **REQUIREMENTS:**

1. Bachelor of Science or Bachelor of Arts degree in a health related field from an accredited college or university, or a license from an approved and accredited Licensed Vocational Nurse (LVN) program.
2. Four (4) years' experience in the hospital and/or ambulatory clinic and/or public health setting with basic understanding of Quality/Disease/Risk Management standards.
3. Understanding of The Joint Commission Standards, the Patient Centered Medical Home Standards and their survey process.
4. Computer literate in health information system(s) and Microsoft applications.

5. Knowledgeable or familiar with the use of a type of health information technology system. The employee will assure to take such steps necessary to allow Arroyo Vista to realize the benefits of the Electronic Health Records system including the adoption, implementation, upgrading and meaningful use of such technology as requested or required by Arroyo Vista or other federal or state authority.
6. Effective verbal and written communication skills.
7. Ability to follow instructions and directions and response accordingly within scope of responsibility.
8. Ability to work well with others in a professional team oriented environment.
9. Ability to maintain confidentiality.
10. Reliable transportation, current Driver License and proof of Auto Insurance.
11. Bilingual (English/Spanish) and familiarity with Hispanic culture strongly preferred.