



## **Care Coordinator**

Full-Time Position, Non-Exempt

### **MISSION**

Kheir's mission is to increase and provide access to culturally and linguistically-sensitive quality primary healthcare and human services support to the underserved and uninsured residents of Southern California.

**Kheir Clinic** was established in 1986 to serve as a bridge between low-income, recently-immigrated, non-English speaking Korean community and local health and social service providers. Today, Kheir is a broad-based agency providing comprehensive health care for a diverse population through its 7 Clinics (Federally Qualified Health Center sites), Adult Day Health Care Center and Patient Resources Department.

### **ASSIGNMENT SUMMARY**

The Care Coordinator will be an active member of the Quality Improvement (QI) team. This position requires collaboration with the Director of Patient Services, Clinic Manager, providers and other selected clinic staff. The Care Coordinator will be responsible for maintaining current knowledge of relevant HEDIS, MCAS, UDS and other clinical quality measure requirements, clinic operations and managed care programs. They will play a crucial role in implementing organizational Quality Assurance/Quality Improvement (QA/QI) program performance goals and assist in addressing any care gaps through the implementation and execution of projects, patient navigation and review of QI analytics. The Coordinator is responsible for conducting performance improvement activities, ensuring the accuracy of managed care patient quality performance data, engaging patients through outreach efforts to secure compliance with quality measures, and contributing to the improvement of HRSA health indicators. In addition, the Care Coordinator will call existing patients to schedule appointments for required quality care, health screenings, emergency department follow-ups, annual exams among other duties. They must be highly proficient in Microsoft Office programs and other computer functions in order to maintain detailed records.

### **MINIMUM QUALIFICATIONS**

- Minimum Bachelor's Degree required.
- Minimum one (1) year of recent experience in a clinical setting, Quality Improvement, and/or HEDIS-related experience preferred.
- Excellent verbal and written communication skills, including the ability to communicate complex medical information clearly to patients and staff.
- Excellent time management and organizational skills with attention to detail.
- Excellent computer skills, including Electronic Health Records (EHR), Microsoft Word, Excel, and data entry systems; ability to learn new and complex computer applications.
- Ability to work quickly, follow directions and make independent decisions.
- Ability to maintain confidentiality when handling patient medical records.
- Experience in community clinic environment a plus.

- Ability to work well with others in a professional and team-oriented environment.
- Bilingual in either English/Spanish or English/Korean required.

## **ESSENTIAL FUNCTIONS/RESPONSIBILITIES**

- Responsible for ensuring the managed care patient quality performance metrics, including HEDIS measures and HRSA health quality indicators, meet or exceed established targets.
- Accurately and thoroughly collect and maintain clinical information from patient medical records and enter it into databases following HIPAA protocols and HEDIS technical specifications (e.g., childhood immunizations, comprehensive diabetic care, depression screening, cervical cancer screening).
- Garner & maintain knowledge of health plan compliance requirements, medical group operations, and medical terminology.
- Attend and participate in the monthly QI/QA meetings.
- Assist with educating and training providers and care teams about the importance of clinical performance measures.
- Provide patient educational information in conjunction with direct care providers related to treatments, procedures, medications, and continuing care requirements.
- Actively engage patients through outreach campaigns aimed at closing quality performance gaps, such as scheduling preventative care appointments, facilitating screenings, and ensuring appropriate follow-up care.
- Request, evaluate, and interpret reports regarding patient compliance with quality measures to identify improvement opportunities for each HEDIS measure.
- Assist with the coordination of PCP care for patients following hospital/urgent care discharge.
- Assist with audits of Quality Measure Requirements.
- Work closely with the Clinic Operations team to implement and track patient outreach campaigns, designed to close HEDIS quality gap measures and improve HRSA health quality indicators.
- Assist with Patient Satisfaction Surveys reports and PCMH related projects.
- Evaluate outcomes of care with the interdisciplinary team by measuring intervention effectiveness with the team; implementing team recommendations.
- Develop and implement corrective action plans or practice refinements for quality and process improvements.
- Participate in or assist with additional HEDIS-related projects or other duties as assigned and necessary by the leadership team.
- Other duties as assigned.

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*Kheir Clinic provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Kheir Clinic complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities.*

*This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.*

*Kheir Clinic will consider for employment all qualified Applicants, in a manner consistent with the requirements of applicable state and local laws, including the City of Los Angeles' Fair Chance Initiative for Hiring Ordinance.*

*Please note that this job description is subject to change to meet the needs of Kheir Clinic.*