



Quality Improvement Manager Position Description

Employee: _____ Date of Hire: _____

Positions Supervised: Lead Care Manager, Care managers, and Health Navigators

Supervisor: Chief Nursing Officer (CNO)

Status: Full Time

Classification: Exempt

Last Revised: 5/31/2022

Position Summary: Under the direction of the FCHC Chief Nursing Officer (CNO), the Quality Improvement Manager (QIM) is responsible for developing, managing, and evaluating the QI Program for the Fairfield Community Health Center (FCHC) at all locations and serves as the lead and coordinator of the FCHC Meaningful Use (MU) program. The QIM is also responsible for supervision, direction, and development of the population health team, specifically the Care Manager and Health Navigator personnel. The Quality Improvement Manager also provides regular and on-going education of the QI system and requirements to all new and existing FCHC staff and embodies the FCHC mission, vision, and values.

Primary Duties:

- Focuses on guiding others in accomplishing work objectives, rewards and recognizes others, both formally and informally in ways that motivate them. Sets clear performance expectations and objectives and holds others accountable for achieving results. Conduct annual performance evaluations and goal setting with staff. Facilitates staff education as needed.
- Maintain personnel files. Interview, select and orient all new department personnel. Administers coaching, corrective action and recommends termination when necessary. Provides or recommends additional resources, training, and tools to support staff needs. Enforces and adheres to organizational policy/safety practices.
- Coordinates QI audits. Reviews medical records and other documentation to ensure quality care. Monitors utilization and service quality through HEDIS quality measures, payer/provider, patient satisfaction surveys and complaints.
- In coordination with the Chief Medical Officer and Risk Manager, coordinates and facilitates quarterly QI meetings as well as preparation of reports for the Board of Directors monthly which includes information such as incident reports, patient complaints, peer review results, annual patient satisfaction survey results and updates on progress in meeting annual QI Program goals and objectives. Briefs the results of clinical measures at monthly QI, staff, and Board meetings.
- Prepares and/or assists with reporting required of FCHC including annual QI plan, UDS reporting and FTCA application data. Coordinates the effort to gather data and prepare reports to meet the requirements of the NCQA and other regulatory/accrediting agencies. Evaluates trends, variance, and other data to identify QI opportunities. Understands and implements the principles of the Patient Centered Medical Home (PCMH) with educating new employees on the program. Prepares and submits PCMH recognition annually.
- Maintains confidentiality of all patient information. Adheres to policies/safety practices established by FCHC.
- Performs other duties as assigned.

Competencies/Skills:

- Quality orientation. Continuous improvement and innovation focus. Ability to champion change and elicit buy-in from stakeholders. Ability to collect, aggregate and analyze data. Formulates practical solutions or procedures based on data findings.
- Demonstrated understanding of clinic flow and operating procedures as well as the primary function of each position within the healthcare team.
- Possesses clear understanding of regulatory reporting requirements and nursing scope of practice as prescribed by the state board of nursing and maintains accurate knowledge of reporting requirements and nursing scope.

- Exemplifies strong leadership abilities through effective verbal and written communication, effective time management, flexibility, critical thinking, problem solving and professional development through participation in continuing education.
- Prioritizes work effectively and anticipates needs of the primary care team. Demonstrates the ability to perform and manage multiple tasks simultaneously. Ability to meet deadlines while working under pressure and/or stressful conditions due to workload volume.
- Applies professionalism to all interactions with health center patients, employees, providers, contractors, and vendors.
- Demonstrates dependability through good attendance and punctuality.
- Willingness to learn, embrace change and have a positive attitude.

Experience, education, training, and licensure:

- The position requires a minimum of an associate degree RN with a minimum of 5 years QI experience, a bachelor's degree in health administration or a health-related field. A BSN degree is preferred. Previous QI experience is preferred.
- A current state license (RN/BSN) and current CPR (RN/BSN) certification are required.
- Must be able to set priorities and anticipate primary care team needs.
- Experience with PCs and MS Office applications as well as familiarity with electronic medical records. NextGen experience preferred.
- Willingness to work flexible hours and schedules as needed by the Center.

PHYSICAL REQUIREMENTS & ENVIRONMENTAL CONDITIONS:

Must be able to push, pull and assist in lifting to 25 lbs. May be exposed to loud noises. Must be able to stand and sit for extended periods of time, stoop, bend, reach, show manual dexterity, and clearly communicate with office personnel and external customers. May be exposed to blood and bodily fluids.

Employee	Date
Supervisor	Date
Chief Executive Officer	Date

This job description is intended to indicate the basic nature of the position(s) allocated to this class and examples of typical duties that may be assigned. It does not imply that all position within this class will perform all the duties listed, nor does it attempt to list all duties that may be assigned.

This job description does not constitute an employment agreement between the employer and employee and is subject to revision by the employer as the needs of the employer change and/or requirements of the job-related duties expand or are updated.