

LAKE COUNTY TRIBAL HEALTH CONSORTIUM, INC.
JOB DESCRIPTION

TITLE: QUALITY IMPROVEMENT COORDINATOR (QIC)
DEPARTMENT: ADMINISTRATION
SUPERVISOR: CHIEF OPERATING OFFICER
CLASSIFICATION: EXEMPT

POSITION SUMMARY: The individual oversees the quality improvement program of the agency including application for accreditation, program reviews and compliance with all agency regulations, both federal and state. This is an exempt position responsible for coordinating quality management efforts including development, implementation, education, data collection, and analysis.

ESSENTIAL JOB FUNCTIONS:

1. Helps Chief Operating Officer (COO) plan, design, implement, and maintain a comprehensive medical practice continuous quality improvement (CQI) program including utilization management and risk management. Assists in educating new staff, including physicians, about quality improvement (QI) systems and requirements.
2. Knowledge of quality improvement principles, practices and procedures.
3. Maintains written report of findings and activities of the Quality Improvement Committee.
4. Provides training and technical assistance to facilities based on self-initiative, request by departments, and direction of the Clinical Operating Officer.
5. Collaborates with department managers using indicators such as policy development, new technology, patient case study, and quality assurance monitors to prioritize staff development needs.
6. Coordinates and performs/assists in clinic self-assessment audits of progress through the survey process.
7. Oversees the existing quality improvement program within the framework of objectives and policies established by the Board of Directors. Duties include:
 - Training of clinical staff
 - Promoting teamwork & team effectiveness
 - Monitoring program effectiveness
 - Assist in preparation for accreditation, surveys for accrediting, licensing bodies
 - Assist in performing audits and studies including the use of GPRA and diabetic indicators
 - Maintain an effective outcome driven quality improvement program
 - Coordinate activities of the various departments within the agency to ensure compliance with all federal, state and local regulations as it relates to quality improvement and licensure
 - Monitors unusual occurrences to establish trending or identify problem areas within departments
8. Monitors clinical practice efforts to ensure compliance with internal and external QI standards. Reviews medical records and other documentation to ensure quality care. Prepare annual QI report.
9. Maintains quality performance category such as Merit-based Incentive Payment system (MIPS) and, the Healthcare Effectiveness Data and Information Set (HEDIS).

ADDITIONAL RESPONSIBILITIES:

1. Attends trainings as assigned or approved by supervisor.
2. Assists in updating clinical manuals and procedural documents as required in a timely fashion.
3. Assists departments with preparation for program review by outside agencies.
4. Performs other duties, studies and research as deemed necessary by supervisors.
5. Provide trainings to staff on specialized topics as directed.
6. Meets deadlines for duties and assigned projects in a timely, efficient manner.
7. Contributes to the attainment of goals of the organization by promoting working relationships within the organization and contacts with individuals and agencies in the community in an effort to contribute to the better public understanding of health services.

EDUCATION, EXPERIENCE, CERTIFICATIONS AND LICENSES:

Minimum four years of experience in health care setting with minimum three years of experience in quality management, preferably in medical practice setting.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

8. Ability to establish and maintain effective working relationships, coordinate activities among departments within the organization and groups outside the organization.
9. Demonstrate a combination of maturity, judgment, experience and confidence to practice independently in a variety of challenging situations.
10. Express ideas clearly and concisely, logically and coherently.
11. Exercise balanced judgment in evaluating situations and making decisions.
12. Ability to respond effectively to the most sensitive inquiries or complaints.
13. Ability to learn and adapt.
14. Demonstrate awareness, sensitivity and appreciation of Indian culture, traditions, customs and socioeconomic needs.
15. Ability to be resourceful and calm in emergencies.
16. Ability to supervise and direct others.
17. Learn and implement electronic health records functions as they continue to evolve.

EDUCATION AND EXPERIENCE:

18. Bachelor's degree in health administration or health-related field. Master degree preferred.
18. Current licensure by the California State Board of Nursing as a Registered Nurse.
19. Possession of a valid California driver's license and current car insurance sufficient to be insurable.
20. Knowledge of CQI principles, practices, methods, and tools.
21. Knowledge of medical records and clinical care processes.
22. Skill in application of analytical methods and statistical software by developing appropriate reports.
23. Skill in conducting QI checks of medical records and other clinical documentation and performing patient satisfaction surveys.
24. Proficiency in variety of computer programs including Word, Excel, and Power Point.

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 disability 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; reach with hands and arms, stoop, kneel or crouch; and talk and hear within normal range. The employee is frequently required to stand, walk, sit, climb, or balance and use taste and smell senses. The employee must regularly be able to lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. This position is physically and emotionally challenging. There is a high degree of stress. Ability to deal with time constraints and emotional stress and exposure to body fluids and viruses are also essential functions of this job.

INDIAN PREFERENCE: Preference may be given to qualified Native American Indians according to the Indian Preference Hiring Act, CFR 25 USC 472. Other than Indian Preference, Lake County Tribal Health Consortium, Inc. adheres to all provisions of the Equal Employment Opportunities Act.

NOTICE OF DRUG-FREE WORKPLACE ACT REQUIREMENT: LCTHC is committed to maintaining a drug free and alcohol free workplace. LCTHC believes that a healthy, productive workforce free from the effects of drugs is very important to all employees and patients. Substance abuse is incompatible with the health, safety, efficiency and the success of LCTHC.

Employees who are under the influence compromise LCTHC'S interests, endanger their own and the health and safety of others and can cause a number of other work-related problems. As a condition of employment, each applicant receiving a job offer from LCTHC must take and pass a required drug screen test.

HIPAA Health Insurance Portability and Accountability:

This act was enacted to deal with three main areas with regard to patient information.

- Security of health information
- Standards of electronic transactions
- Privacy of individually identifiable health information

IMPORTANT DISCLAIMER NOTICE

The job duties, elements, responsibilities, skills, functions, experience, educational factors and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. The employer reserves the right to revise this job description at any time and to require employees to perform other tasks as circumstances or conditions of its business, competitive considerations, or work environment change.

Lake County Tribal Health is an At-Will Employer. Either the employee or LCTHC can terminate the employment at will, without advance notice, at any time, with or without cause.

I have read and understand all aspects of this job description

Employee Signature

Date

Supervisor/Dept. Manager

Date

HR Signature

Date