Title: Quality Improvement Coordinator
Department: Administration
Reports To: Quality Improvement Director
Directs: None
EEOC: Service Worker
FLSA Status: Non-Exempt

Summary
The Quality Improvement Coordinator must create, establish, promote, maintain and/or enhance Quality Improvement systems. Such activities include, but are not limited to, performing and providing training of clinic staff; promoting teamwork and team effectiveness; monitoring program effectiveness; assisting in preparation for accreditation surveys; assisting and performing audits and studies; and maintaining an effective outcome driven Quality Improvement Program.

ChapCare’s Expectations of all Employees
• Adheres to all ChapCare’s Policies and Procedures
• Conducts self in a manner that represents ChapCare’s core values at all times
• Maintains a positive and respectful attitude with all work-related contacts
• Communicates regularly with her/his immediate supervisor about Departmental and ChapCare concerns
• Consistently reports to work prepared to perform the duties of the position
• Meets productivity standards and performs duties as workload necessitates

Essential Duties and Responsibilities
• Improve and drive Quality Improvement across all areas
• Understanding of the Quality Improvement Program
• Engage in process improvement and work with other departments as needed in order to ensure organization wide improvement
• Create efficiencies with reporting to minimize manual work
• Develops policies, procedures, and protocols for the department using knowledge of Quality Improvement principles, practices and procedures.
• Work directly with the clinic staff in establishing, refining and implementing developed policies, procedures and protocols for use in the clinic.
• Assists with the tracking of all UDS clinical indicators on a monthly basis and reporting these measures to the Board QA-QI Committee
• Educates and facilitates the use of the PDSA model.
• Facilitates CAP as determined by QIC when metrics do not progress towards target
• Monitors effectiveness of implementation.
• Provides written and verbal reports of findings to QI Director, QIC, Chief Care Officer and ChapCare Leadership Team.
• Maintains written reports of findings and activities.
• Manage quality measures for Provider Incentive Program and PPM
• Attends training programs as assigned/approved by supervisor.
• Attend both internal and external meetings
• Take minutes for QI-related meetings
• Informs Operations of QI process and activities to promote knowledge and application in the clinic.
• Research and disseminate information on quality management, disease management and public health models and best practices.

Qualifications

Education:

• Bachelor’s Degree or higher in a Health Science Field
• Previous experience in Quality Improvement or Health Science Field may offset degree requirement.

Knowledge/Abilities

• Ability to work flexible hours.
• Able to relate appropriately to, communicate effectively with, and develop trusting relationships with diverse patient population and with staff.
• Able and willing to work on an as-needed basis in order to meet operational needs of the clinic.
• Ability to develop and encourage teams within the organization.
• Ability to work and communicate effectively with a wide variety of people and positions in local, state, federal and private organizations within the health care profession.
• Ability to develop, present, teach monitor, and integrate complex program within and outside this specialty area of interest or experience.
• Knowledge of State and Federal evaluation programs and criterion
• Ability to travel to and attend professional meetings, conferences, trainings and programs sites.

Physical Demands/Working Conditions
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 disabilities to perform the essential functions.

While performing the duties of this job, the employee may be required to drive to all ChapCare facilities as needed. The ability to sit for extended periods of time. The employee must occasionally lift and/or move up to 25 pounds.

Travel, generally within the Greater San Gabriel Valley and/or Greater Los Angeles, may be required on an occasional basis.

Acknowledgement of Receipt
I have reviewed this job description and understand that my Lead can answer any questions I may have about what is expected of me in this position.

________________________________________
Employee Name

________________________________________
Employee Signature    Date