

Manager of Quality Improvement

Would you like to make a difference?

Our mission is to provide a quality, affordable and compassionate health home for every patient, every time – in all communities. AxessPointe started in 1995 as the first Federally Qualified Health Center in Summit County, Ohio and has since expanded to five locations between Summit and Portage Counties. We are looking for a team member who can grow with us.

SUMMARY: Responsible for planning, implementation and evaluation of improvement processes. Oversee and coordinate all agency efforts to monitor and maintain compliance with all regulatory, state, and federal requirements. As a member of the management team, collaborates with agency leadership, staff, medical staff leadership, and the Board of Directors to facilitate and coordinate quality/performance improvement and agency initiatives.

SUPERVISOR: Chief Operations Officer

DUTIES AND RESPONSIBILITIES:

1. Leads continuous improvement programs throughout the organization and develops a culture of continuous improvement and excellence.
2. Collaborates with other executives and engages with leaders and clinicians throughout the organization in a hands-on fashion to build quality, efficiency, effectiveness and a sense of shared accountability.
3. Leads improvement activities that provide more efficient and streamlined workflows in the clinics and improves clinical outcomes. Presents results of efforts and ongoing performance measures to management.
4. Uses process analyses to identify issues and/or policies that have the potential to negatively impact clinical outcomes and/or quality improvement efforts.
5. Oversees and develops assessment tools to track, analyze and present clinical outcome measures, process improvement activities, program performance, patient satisfaction and staff satisfaction.
6. Leads clinical transformation to the Patient-Centered Medical Home (PCMH) model.
7. Takes a leadership role in evaluating care delivery and developing the infrastructure for improvement.
8. Strengthens the data and information capabilities of the organization and champions a data-driven environment.
9. Implementation of evidence-based and industry best practices throughout the organization, with systems and process redesign where necessary.
10. Supports independent and partner organizations in their quality efforts, such as NACHC and OACHC.
11. Provides support for operational reviews of clinical performance measures including MU, P4P, UDS, and STARS.
12. Oversees compliance to and reporting of Healthcare Effectiveness Data and Information Set (HEDIS) and health plan quality initiatives, as well as coordinates health records review process.
13. Oversees, tracks, reports on, and works collaboratively with key stakeholders on risk management issues related to patient safety, health plan grievances, patient complaints and claims as a routine risk mitigation strategy. Responsible for the final investigation of reported incidents and adverse events to determine the root cause(s) of the error or incident, and work with involved stakeholders to develop corrective action plans.
14. Oversees and performs routine data verification and quality controls, ensuring data integrity and consistency.

15. Drives provider credentialing and privileging.
16. Establishes a clinical peer review process including record selection, results tracking, and identifying trends. Coordinates related topics for continued education.
17. Monitors cases to identify trends and emerging issues and presents to quality improvement committee.
18. Maintains knowledge of national trends and is active nationally within the quality and performance improvement space.
19. Collaborates with the Chief Medical Officer to include quality metrics in provider compensation and incentive packages.
20. Leads and directs monthly CQI meetings.
21. Participates in special projects and other duties as assigned.

Minimum Qualifications:

1. Four year degree.
2. Preferred: MHA, MPH, MBA or similar Master's.
3. Knowledge of quality improvement methodologies such as PDSA, Lean, Six Sigma.
4. Minimum 2 years experience OR experience in a clinical environment. Experience in an FQHC environment strongly preferred.
5. Ability to manage multiple high visibility and complex projects with strict and competing deadlines.
6. Demonstrated analytical ability in identifying problems, developing solutions and implementing effective courses of action.
7. Strong verbal and written communication skills, for internal and external customers, and with varied levels of staff, physicians and Board members.
8. Knowledge of HEDIS, P4P, MU, STARS, UDS, healthcare informatics, and electronic health records.
9. Knowledge MS Office, including word, excel, PowerPoint and Outlook. Visio preferred.
10. Excellent organizational and interpersonal skills with exceptional professional work ethic.
11. Strong critical thinking and problem-solving skills.
12. Current knowledge of state and federal guidelines, regulations, and standards.
13. Current statistical knowledge and skill in developing statistical data displays.
14. Ability to analyze and resolve complex issues.
15. Ability to translate broad strategies into specific objectives and initiatives.

Licenses or Certifications Required:

1. None.

COMPLIANCE:

This position requires compliance with AxessPointe Community Health Center, Inc. (API)'s written standards, including its Compliance Program and Standards of Conduct and policies and procedures. Such compliance will be an element considered as part of the regular performance evaluation.

Failure to comply with API's Written Standards, which may include the failure to report any conduct or event that potentially violates legal or compliance requirements or API's Written Standards or, for managers and supervisors,

fails to detect non-compliant conduct where reasonable efforts would have resulted in detection, will be met by the enforcement of disciplinary action, up to and including possible termination, in accordance with API's Compliance Program Policy and Procedure: Addressing Instances of Non-Compliance through Appropriate Disciplinary Actions.

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 disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, and use hands to finger handle or feel; to talk; or hear. The employee is frequently required to reach with hands and arms. The employee must occasionally stand, walk, climb or balance, stoop, kneel, crouch or crawl. The employee must be able to frequently lift up to 25 pounds. The employee may occasionally be required to lift 25 to 50 pounds; however, this is not essential; duties may be shifted to accommodate lifting restrictions.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing 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 is frequently required to use close vision (clear vision at 20 inches or less). The employee will occasionally be working near moving mechanical parts, be exposed to outdoor weather conditions and exposed to a risk of electrical shock while running the copier, printer, other standard equipment and answering the telephone. The noise level in the work environment is low to moderate. Stress level can be high at times.

Note: This job description is not intended to be an exhaustive list of all duties, responsibilities or qualifications associated with the job.

* We are a **Drug Free Workplace**, this includes no nicotine at or away from work.

* **Hepatitis B:**

- 1) Documentation of first dose & documentation of appointment for second dose; before first day of work.
- 2) Documentation of second dose within 45 calendar days of first day of work.
- 3) Documentation of third dose within one year of first day of work.

OR

- 4) Documentation of positive titer before first day of work.

* **Competitive Salary:**

* **Benefits:**

National Health Service Corps Loan Repayment Eligible Site, Medical, Prescription, Dental, Vision, Short & Long Term Disability, Life, 403 (b) Retirement Savings Plan, Paid Personal Time Off.