



Job Title: Quality Improvement Manager
Reports To: Chief Medical Officer

Summary

The Quality Improvement (QI) Manager is responsible for ensuring the provision of quality clinical services delivered by the staff of Ethne Health. The Chief Medical Officer (CMO) has chosen to delegate specific responsibilities related to continuous quality improvement and risk management to the Quality Improvement Manager. This position will also assume some responsibility for the implementation, delivery, and coordination of medical services provided at Ethne Health.

Supervisory Responsibilities

- Oversees the quality team to ensure the implementation of continuous quality improvement at Ethne Health. This includes all clinical departments of the organization (i.e. medical and dental).
- Oversees the process for data collection, analysis, and communication to appropriate Ethne Health staff.
- Oversees the process of all payer related quality improvement.

Major Duties & Responsibilities: Job Skills

- Serves as the CMO's delegate for specific CMO responsibilities. The QI manager will also serve as the delegate for specific Chief Dental Officer (CDO) responsibilities. The CMO, CDO and the Quality Improvement Manager will meet no less than every 2 weeks to review clinical operations and quality improvement efforts.
- Contributes to the development of agency goals, policies, and procedures.
- Assists in the development of in-service programs for members of staff.
- Assists the CMO with supervising the maintenance of medical records assuring accuracy, completeness and compliance with licensing regulations and legal and ethical standards.
- Assists with the development and maintenance of department procedure manuals.
- Overall oversight and responsibility for the Continuous Quality Improvement Plan (CQI) to include:
 - Oversight of the development of the annual CQI Plan, including annual work calendar.
 - Serves as the chairperson on the Quality Improvement Committee (QIC) and coordinates all quality related subcommittees.
 - Oversees the collection of and assessment of data regarding patient services and outcomes according to CQI Plan.
 - Oversees the compilation of and submission of data according to Uniform Data System (UDS) requirements.
 - Establishes and maintains quality improvement processes including policies, procedures and feedback mechanisms which comply with state and federal mandates in and assures the provision of effective and efficient clinical services. This includes but is not limited to:
 - Assessing and reporting patient satisfaction
 - Monitoring and reporting on patient grievances, including follow up items
 - Monitoring and reporting on patient safety incidents/adverse events, including follow up items



- Assessing adherence to current evidence based clinical guidelines, standards of care and standards of practice through the oversight of the peer review process.
- Monitoring and assessing compliance with hospital/ER tracking, referral tracking, lab and diagnostic test tracking
- Implementation of policies/procedures protecting confidentiality of patient information, including HIPPA compliance
 - Participates in staff selection and orientation of new personnel as appropriate.
 - Receives, investigates, and makes recommendations regarding patient complaints and patient incidents in accordance with Ethne Health policy and procedure.
 - Communicates all pertinent clinical and administrative information to the CEO, CMO and CDO as appropriate.
- Assist department managers in the planning, implementation and review of quality improvement outcomes.
- Assists in the development of an annual evaluation of the quality program.
- Agrees to abide by Ethne Health's mission statement, vision, and core values to provide leadership by example for staff.
- Attends monthly staff meetings
- Attends and participates in in-service education for staff, quality assurance program, and risk-management programs.

Qualification, Education, Experience

- Graduate of an accredited school with a Bachelor's degree in Nursing, Health Administration, or a health-related, business-related, or engineering-related field is preferred.
- Two (2) year experience working in an administrative team capacity in a healthcare environment is preferred.
- Demonstrated skills in administrative performance, including expertise in written/oral communication, documentation requirements, and service coordination.
- Computer proficiency and a working knowledge of Microsoft programs required.
- Must be a United States citizen or legally authorized to work in the United States.
- Interpersonal skills necessary in order to effectively interact and promote exceptional service to our patients, families, physicians, fellow employees and volunteers by displaying attitudes and behaviors that reflect compassion, respect and dignity to everyone we serve.
- Experience with data collection and analysis.
- Management experience is preferred.
- Experience with compliance and risk management are preferred.

Required Skills/abilities:

- Excellent verbal and written communication skills.
- Proficient in Microsoft Office Suite or related software.
- Superior interpersonal skills and ability to work extremely well as part of a team.
- Ability to organize, track, and report data in Microsoft Excel, excellent general computer skills

Language Skills

Ability to read and comprehend simple instructions, short correspondence, and memos; ability to write simple correspondence and reports; Ability to effectively present information in one-on-one and small group situations to patients, visitors, and other employees of the organization.

**Mathematical Skills**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; ability to compute rate, ratio, and percent.

Reasoning Ability

The ability to apply general rules to specific problems to produce answers that make sense. The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events) and to convey the information to others.

Cultural Expectations

- Understands Ethne Health's Mission Statement, Vision Statement and Values
- Consistently displays Ethne Health Mission on a daily basis
- Treats patients, visitors and co-workers with love and respect

Attendance Standards

Punctual and dependent for assigned/confirmed shifts

This document is intended to describe the general nature and level of work performed. It is not intended to serve as an exhaustive list of all duties, skills, and responsibilities required of personnel so classified.

This description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, knowledge, skills, abilities and working conditions may change as needs evolve.

Salary/Benefits:

- \$60,000 to 70,000 per year
- 3 weeks of PTO per year, in addition to off all clinic holidays
- Medical, Vision, Dental, Life Insurance Benefits
- Maternity/Paternity Leave Benefit

If interested in applying, please send your resume/CV and cover letter to Dr. Robert Contino (robert.contino@ethnehealth.org)