



ALL FOR HEALTH, HEALTH FOR ALL.

## Quality Management Director Job Description

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FLSA STATUS:	Non-Exempt	DEPARTMENT:	Clinical
EMPLOYEE:		REPORTS TO:	CMO
SUPERVISES:	Referrals staff		
APPROVED BY:	CMO	DATE:	

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This document is intended to describe the general duties required for this position. It is not intended to serve as an exhaustive list of duties, skills, and responsibilities.

All for Health, Health for All, Inc. (AFH) has provided health services to the medically underserved and indigent community for over 20 years. AFH is a California Nonprofit Public Benefit Corporation with a Federally Qualified Health Center (FQHC) designation. We are currently seeking an experienced quality improvement/quality management director. The successful candidate should be a multi-skilled professional and capable of working independently.

### SUMMARY

The QI Coordinator is responsible for the overall direction, coordination and implementation of the QI Program for the Clinic. This will include the collection, management and analysis of quality data and the preparation of quality reports.

Practical knowledge of tools and techniques of Continuous Quality Improvement, including analysis and interpretation of data using computer based disease registries (NextGen) or similar data collection systems is essential. Must be familiar with PCMH accreditation.

The QI Coordinator will participate in and assist in preparation for all clinical audits and surveys.

### ESSENTIAL DUTIES

- Assists in the development, monitoring, and presentation of internal quality measures and initiatives
- Coordinating tracking and reporting of clinical outcomes, and follow-up of corrective action plans
- Responsible for developing methods for data collection and extracts data as required
- Assists with coordination of quarterly QI Meetings
- Prepares QI reports and statistics
- Participates in staff and management meetings as they relate to QI activities
- Provides in-service training to non-provider staff in the area of quality improvement
- Reviews QI tools and surveys and provides technical assistance to staff
- Assist with annual UDS and HRSA reports
- Attends conferences and training sessions as requested
- Accepts other job duties as delegated

### QUALIFICATIONS/ EDUCATION

- Nursing degree or Master in Public Health preferred but individuals with experience in leading a quality improvement program may be considered
- Minimum 2-3 years of progressive experience in Quality Improvement in a healthcare facility, preferably with a federally qualified health center doing business in California.
- Must demonstrate integrity, sound judgment, demonstrated leadership skills, and strong interpersonal skills. Must be able to approach staff about quality issues with tact and diplomacy.
- Experience working with disadvantaged populations helpful and knowledge of health disparities highly desired.
- Excellent oral and written communication skills needed, strong organizational ability required.
- Outstanding skills in data collection, analysis, and presentation. Experience in the use of spreadsheets (e.g. Excel) for QI-related data management and display.



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- Current CPR certification

### **LANGUAGE SKILLS**

Bilingual skills are preferred, but not necessary for this position. If an employee speaks a language other than English, they may be subject to proficiency testing.

### **PHYSICAL DEMANDS**

- Must be able to sit; use hands to manipulate objects, tools, controls; reach with hands and arms, talk; and hear
- Must frequently lift and/or move up to 10 pounds and occasionally lift/move up to 25 pounds
- Noise level in the work environment is usually moderate
- Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions of the position

### **COMPETANCIES**

Job performance will be monitored as needed or at least annually.