

**Director of Quality Improvement**

**Position Description**

# Employee: Site: 1155 E Main Street, Lancaster, OH 43130

# Class Title: Director of Quality Improvement Name of Supervisor: Troy Hampton, DO

# Working Title: DQI Title of Supervisor: Chief Medical Officer

**Hours Worked:** M-F, 8AM-5PM **Date Revised:** 1/1/2023

**Positions Supervised:**  Risk Manager,

Lead Care Manager.

**Status:** Regular, Full Time, Exempt **Date of Hire:**

**Position Summary**: Under the direction of the FCHC Chief Medical Officer (CMO), the Director of Quality Improvement (DQI) is responsible for developing, managing, and evaluating the QI Program for the Fairfield Community Health Center (FCHC) at all locations. The DQI is responsible for supervision, direction, and development of the population health team, including the care manager and health navigator personnel. The DQI is also responsible for the supervision of the risk manager. The DQI also provides regular and on-going education of the QI and Risk Management systems and requirements to all new and existing FCHC staff and embodies the FCHC mission, vision, and values.

**Primary Duties:**

* Focuses on guiding others in accomplishing work objectives, rewards and recognizes others, both formally and informally, in ways that motivate them. Sets clear performance expectations and objectives and holds others accountable for achieving results. Conduct annual performance evaluations and goal setting with staff. Facilitates staff education as needed.
* Interview, select and orient all new department personnel. Administers coaching, corrective action and recommends termination when necessary. Provides or recommends additional resources, training, and tools to support staff needs. Enforces and adheres to organizational policy and safety practices.
* Coordinates QI audits. Reviews medical records and other documentation to ensure quality care. Monitors utilization and service quality through HEDIS quality measures, payer/provider, patient satisfaction surveys and complaints.
* In coordination with the Chief Medical Officer, coordinates and facilitates quarterly QI meeting as well as preparation of reports for the Board of Directors monthly which includes information such as incident reports, patient complaints, peer review results, annual patient satisfaction survey results and updates on progress in meeting annual QI program goals and objectives. Briefs the results of clinical measures at quarterly QI meetings. Manages the ACO and quality incentive programs in the organization.
* Prepares reporting required of FCHC including annual QI plan, UDS reporting and FTCA application data. Coordinates the effort to gather data and prepare reports to meet the requirements of NCQA and other regulatory/accrediting agencies. Evaluates trends, variance, and other data to identify QI opportunities. Understand and implements the principles of the Patient Centered Medical Home (PCMH) with educating new employees on the program. Prepares and submits PCMH recognition annually.
* Maintains confidentiality of all patient information. Adheres to policies/safety practices established by FCHC.
* Performs other duties as assigned.

**Competencies and Skills:**

* Ability to manage multiple high visibility and complex projects with strict and competing deadlines.
* Demonstrated analytical ability in identifying problems, developing solutions, and implementing effective courses of action.
* Strong verbal and written communication skills, for internal and external customers, and with varied levels of staff, physicians, and Board members.
* Ability to translate broad strategies into specific objectives and initiatives.
* Quality orientation. Continuous improvement and innovation focus. Ability to champion change and elicit buy-in from stakeholders. Ability to collect, aggregate and analyze data. Formulates practical solutions or procedures based on data findings.
* Demonstrated understanding of the clinic flow and operating procedures as well as the primary function of each position withing the healthcare team.
* Possess clear understanding of regulatory reporting requirement and nursing scope of practice as prescribed by the state board of nursing and maintains accurate knowledge of reporting requirements and nursing scope.
* Exemplifies strong leadership abilities through effective verbal and written communication, effective and written communication, effective time management, flexibility, critical thinking, problem solving and professional development through participation in continuing education.
* Prioritizes work effectively and anticipates needs of the primary care team. Demonstrates the ability to perform and manage multiple tasks simultaneously. Ability to meet deadlines while working under pressure and stressful conditions due to workload volume.
* Applies professionalism to all interactions with health center patients, employees, providers, contractors, and vendors.
* Demonstrates dependability through attendance and punctuality.
* Continually willing to learn, embrace change and have a positive attitude.

**Experience, Education, Training and Licensure**:

* Bachelors Degree required. BSN, MHA, MPH or similar Master’s preferred.
* Knowledge of quality improvement methodologies such as PDSA, Lean, Six Sigma.
* Minimum 2 years experience in a clinical environment. Experience in a Federally Qualified Health Center strongly preferred.
* Knowledge of UDS, HEDIS, healthcare informatics, and electronic health records. NextGen experience preferred.
* Experience with PCs and MS office applications.Familiarity with various systems and reporting mechanisms.
* Willingness to work flexible hours and schedules as needed by the organization.

**Physical Requirements & Environmental Conditions:**

Must be able to push, pull and assist in lifting 25 lbs. May be exposed to loud noises. Must be able to stand for extended periods of time, stoop, bend, reach, show manual dexterity, and clearly communicate with patients and office personnel and external customers. May be exposed to blood and bodily fluids.

**Attestation:**

1. I have read the duties and responsibilities for my position as listed in this Position Description.

2. I understand what is expected of me in the performance of my duties and responsibilities.

3. I can perform my duties and responsibilities with/without any restrictions.

Employee Date

Supervisor Date

Chief Executive Officer Date Approved

This job description is intended to indicate the basic nature of the positions allocated to this class and examples of typical duties that may be assigned. It does not imply that all positions within this class will perform of the the duties listed, nor does it attempt to list all possible duties that my be assigned.

This position description does not constitute and employmnet agreement between the employer and employee and is subject to revision by the employer as the needs of the employer change and/or requirements of the job related dutes expand or are updated.