

# LAKE COUNTY TRIBAL HEALTH CONSORTIUM, INC.

## JOB DESCRIPTION

**TITLE: QUALITY IMPROVEMENT COORDINATOR**  
**DEPARTMENT: MEDICAL**  
**SUPERVISOR: DIRECTOR OF NURSING**  
**CLASSIFICATION: EXEMPT FULL-TIME**

### **POSITION SUMMARY:**

Under the direction of the Director of Nursing (DON), the Quality Improvement Coordinator plays an essential role for managing the development, coordination, implementation and evaluation of quality improvement, analytics, patient safety and process improvement throughout LCTH. The Quality Improvement Coordinator will provide the leadership necessary to achieve national best practice performance levels in quality and patient safety while guiding staff on how to implement and monitor evidence based quality and process improvement practices. The Quality Improvement Coordinator provides education and guidance in quality management measures for the agency and assists in ensuring compliance with regulatory and accrediting organizations such as HRSA, GPRA, health plans, and the State of California. In collaboration with all LCTH departments, provides ongoing leadership on quality issues including, but not limited to:

- Coordinating projects and activities for patient safety
- Performance improvement projects
- Provide expertise in study design
- Data collection
- Aggregation and display of data for all quality activities and initiatives
- Implements, and measures outcomes of QI and QA projects, including those involving patient safety and LCTH key benchmarking efforts
- Performs quality improvement activities in accordance with accreditation standards, regulatory requirements, and organizational quality improvement
- Acts as a resource for the collection, analysis, and interpretation of quality data
- Manages quality dashboards.

### **ESSENTIAL JOB FUNCTIONS:**

- Essential Duties and Responsibilities
- In conjunction with the DON, assists with developing and implementing the organization's quality improvement plan in accordance with the mission and strategic goals of the organization, federal and state laws and regulations, and accreditation standards based on LCTH's needs.
- Develops, assists with, and monitors systems, and procedures for the identification, collection, and analysis of the performance of quality measurement data.
- Responsible for maintaining quality management documents, case files and correspondence in an organized, confidential, and secure manner.
- Educates and trains staff referencing the quality improvement plan, and their respective responsibilities in carrying out the quality improvement program.
- Coordinates and integrates the introduction of quality improvement processes throughout the organization in accordance with the quality plan.
- Assists the DON with medical staff peer review activities for quality improvement purposes.
- Assists with identifying and developing future goals and activities for the QI program and participates in decisions on priorities and activities.
- Participates in audit preparation and coordination.
- Working in partnership with both the clinical and operations staff, monitors and evaluates the full spectrum of care and services provided to patients for quality, continuous improvement, and satisfaction. Assists with developing and/or revising annually the agencies QI/QA program, work plan and annual evaluation.
- Participates in idea development and grant writing for QI/QA-related funding opportunities.

## **Data Management**

- Ensures maintenance of clinical program data collection, management, and reporting infrastructure.
- Ensures maintenance of clinic's data dashboards.
- Compiles, monitors, and reports data related to QI, operations, and program evaluation.
- Conducts routine reporting for external agencies
- Uses reporting tools to assist users, validate and clean data, build queries and reports.
- Support ongoing improvements of Electronic Health Records
- Provides reports on a regular basis, and as directed or requested, to keep senior management informed of the operation and progress of quality efforts.
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## **QUALIFICATIONS:**

- Bachelor's degree in nursing, health care management, or other related discipline or 3 years of industry experience.
- Two to Three recent years of experience in healthcare quality improvement programs including outcome reporting.
- Knowledge of federal and state laws and regulations regarding quality programs including quality improvement and process improvement in a health care setting.
- Understanding of patient safety issues, QI/QA project management knowledge of recognized QI/QA standards, data analysis and reporting, and quality improvement skills.
- Excellent communication and presentation skills
- Statistical analysis, data display, trending using Excel or similar program.
- Ability to lead training sessions for various work groups.
- Successful experience in the formation of highly productive and collaborative relationships with multidisciplinary teams.

## **COMPETENCIES:**

### ***Accountability:***

- Takes ownership for delivering on commitments; owns mistakes and uses them as opportunities for learning and development; openly discusses his/her actions and their consequences both good and bad; has an ability to identify strengths and developmental opportunities and leverages insight to adjust and improve their effectiveness

### ***Effective Communication Skills:***

- Shares information. Listens and involves others. Clearly conveys ideas in a manner that engages others and helps them understand and retain the message.

### ***Decision Making/Judgment:***

- Approaches problems and decisions methodically and objectively; involves others as needed; uses sound judgment in making decisions and understanding the impact to themselves, patients, their team, and the organization; conducts the appropriate analysis to identify the symptoms and root cause of issues; makes timely decisions.

## **All LCTHC employees are expected to:**

- Provide the highest possible level of service to clients;
- Promote teamwork and cooperative effort among employees;
- Maintain safe practices; and
- Abide by the LCTHC policies and procedures as they may from time to time be updated.

## **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. Sitting / Mobility: Approximately 80% of time is spent driving in a vehicle. Balance of time (approximately 20%) is spent moving around work areas.

Communication: Ability to effectively communicate with co-workers, Board members, members of outside agencies, in person, by telephone, and by email. Vision: Ability to effectively use a computer screen and interpret printed materials, memos, and other appropriate paperwork. Lifting / Carrying: Ability to occasionally lift and/or move objects weighing no more than 50 pounds. Stooping / Kneeling: Ability to access files/stock supplies in low cabinets and shelves. Reaching / Handling: Ability to input information into computer systems and retrieve and work with appropriate paperwork, equipment, and supplies. Use of standard office equipment, including computer, telephone, calculator, copiers, and fax. Work is performed in an office/clinic environment; continuous contact with other staff and the public.

**INDIAN PREFERENCE:** Preference may be given to qualified Native American Indians according to the Indian Preference Hiring Act, CFR 25 USC 472. Other than Indian Preference, Lake County Tribal Health Consortium, Inc. adheres to all provisions of the Equal Employment Opportunities Act.

**NOTICE OF DRUG-FREE WORKPLACE ACT REQUIREMENT:** LCTHC is committed to maintaining a drug free and alcohol free workplace. LCTHC believes that a healthy, productive workforce free from the effects of drugs is very important to all employees and patients. Substance abuse is incompatible with the health, safety, efficiency and success of LCTHC. Employees who are under the influence compromise LCTHC'S interests, endanger their own and the health and safety of others and can cause a number of other work-related problems. As a condition of employment, each applicant receiving a job offer from LCTHC must take and pass a required drug screen test.

**HIPAA Health Insurance Portability and Accountability:**

This act was enacted to deal with three main areas with regard to patient information.

- Security of health information
- Standards of electronic transactions
- Privacy of individually identifiable health information

***IMPORTANT DISCLAIMER NOTICE***

*The job duties, elements, responsibilities, skills, functions, experience, educational factors and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. The employer reserves the right to revise this job description at any time and to require employees to perform other tasks as circumstances or conditions of its business, competitive considerations, or work environment change.*

**Lake County Tribal Health is an At-Will Employer. Either the employee or LCTHC can terminate the employment at will, without advance notice, at any time, with or without cause.**

I have read and understand all aspects of this job description

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Employee Signature

\_\_\_\_\_  
Date

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Supervisor/Dept. Manager

\_\_\_\_\_  
Date

\_\_\_\_\_  
HR Signature

\_\_\_\_\_  
Date