



## *JOB DESCRIPTION*

### **Organizational Description**

The Community Health Center Network (CHCN) is a partnership between seven health service organizations in Alameda County, whose mission is to provide a comprehensive range of professional health care and social services in a manner respectful of the community values and traditions. CHCN is a corporation that serves as an agent for its member health service organizations.

**JOB TITLE:** **Quality Management Coordinator**

**REPORTS TO:** **Medical Director**

**POSITION SUMMARY:** The Quality Management Coordinator is responsible for overseeing the implementation of QM projects for the Community Health Center Network and the Alameda Health Consortium. The Coordinator will create and maintain systems to support CQI initiatives including data management, data validation, audits and program evaluation, and technical assistance to clinic sites as they increase their use of technology for clinical care.

### **DUTIES AND RESPONSIBILITIES**

#### **Working in partnership with the EHR Division of CHCN, the Quality Management Coordinator will:**

- Perform annual monitoring and analysis for CHCN's QI program of clinical indicators, including but not limited to: patient satisfaction, access to care, chronic disease management, and disease prevention.
- Provide technical assistance to our clinics in various areas of quality and data management, including the provision of performance feedback, assistance with program development, and advice on improved use of technology for clinical care.
- Participate in CHCN's Data Team, the group that regularly reviews our QI program and its audits, in order to bring the group's analysis of audit findings back to individual clinic sites for incorporation into specific practice changes and PDSA cycles.
- Anchor CHCN communications and exchange of QI "best practices" among health centers and with super region partners.
- Prepare a variety of correspondence, periodic and special reports, informational publications, program documentation, policies, procedures and other written materials for distribution to clinics and funders.
- Explore public and private funding opportunities for QM projects and assist with writing proposals for additional program funds.
- Travel to regional and national meetings to present project results and network with colleagues and potential funders.

#### **The QM Coordinator will also support HIV services by:**

- Coordinating the QM program planning process including and not limited to:
  - Development of HIV QM annual program goals and objectives for each agency site.
  - Development and implementation of any pilot projects necessary to achieve program goals.
- Coordinating all aspects of HIV administrative QM data reporting including and not limited to:
  - Gathering and analyzing program data.
  - Reviewing and evaluating mechanisms for client input.
  - Communicating findings to individual sites.
  - Annual program reporting to the funder.
- Conducting bi-annual site visits to all agency sites to review facility specifications and the performance of client chart audits.

### **GENERAL CHCN ROLE:**

- Fosters an environment that promotes trust and cooperation among clients and staff.
- Enforces clinic policies and procedures, including maintenance of client confidentiality, to ensure that the principles of CHCN are implemented.
- Participates in general membership meetings, clinic fundraisers and other public events, as required.
- Participates in outreach activities, agency advocacy, and serves on ad hoc committees, as requested.
- Attends CHCN staff retreats and Board of Directors meetings, as required.

## **QUALIFICATIONS**

- Demonstrated ability to bridge technical and clinical elements of quality improvement at multiple levels and with multiple audiences.
- Minimum 1 year experience with any of a variety of electronic population management tools (e.g., disease registries, chronic disease management systems) and the associated technical skills needed for advanced application support.
- Ability to provide verbal and written summaries and rationale to a diverse audience (e.g., clinic administrators, clinicians, grant funders, IT staff).
- Facility with commercial database products to collect and report on data (e.g., Microsoft Access).
- Ability to work with minimal supervision.
- Ability to mentor clinic staff in QI processes
- Minimum 2 years project management experience, including project development, implementation, milestone delivery, coordination, problem identification, solution generation, and issue resolution.
- Minimum 2 years experience working on a health care delivery team; experience in a primary care setting particularly valuable
- Equivalent to one year of full-time professional level or supervisory work in the direct delivery of client services or the oversight of such services including responsibility for QM programs and CQI, program planning and evaluation, or in program administration grants management.

### **Desired Skills and Experience:**

- 2+ years experience working with information technology data in a clinical environment
- 2+ years experience working with communities of color

### **Education:**

- Advanced degree (MPH highly desirable)

**Other:** Valid California Driver's license and Auto insurance

- Ability to travel to clinic sites

### ***Mental and Physical Demands***

- Pace of Work: Rapid, intense especially when faced with proposal deadlines.
- Concentration: High level required, coordinating multiple program tasks.
- Standing Time required: 20-25%, includes walking around
- Time Speaking and listening: 75%-90%, mainly communicating with staff and outside agencies and organizations

### ***Environmental and Health Hazards***

- Minimal. Will face job stress periodically.

### ***Salary and Benefits***

This is a full time position.

**The Community Health Center Network is an Equal Opportunity Employer.**