



JOB DESCRIPTION

Job title	<i>Quality Improvement Manager</i>	FLSA Class:	<i>Non-Exempt</i>
Department	<i>Medical Clinic</i>	Position Type:	<i>Full Time</i>

Job purpose

The Quality Improvement Manager (QIM) plays a vital role in developing and managing the continuous quality improvement and quality assurance programs at Chinatown Service Center (CSC) medical facilities. The QIM would work under the direction of the Chief Medical Officer (CMO) and in collaboration with the Director of Operations and Clinic Operations Manager. The Quality Improvement Manager manages the performance of health center quality improvement activities, provider quality reviews, establishes and monitors quality improvement goals, organizes outcomes research. Primary responsibilities would be managing clinical improvement initiatives, ensuring compliance with requirements, and promoting improved health care outcomes. This position is an integral part of improving overall clinical quality measures as it relates to the Health Resources and Services (HRSA) and Uniform Data System (UDS); coordinating the Patient-Centered Medical Home and Meaningful Use certification processes; oversee the development of clinical and operational reports; clinical compliance with HEDIS measures; Care Coordination program. Assist CSC staff in the preparation of public and private grant proposals and grant renewal applications. In addition to working with clinical quality improvement programs, this position would also work closely with other critical areas such as risk/revenue management to ensure program efficiencies and streamlined provider communication, collaboration, and education as applicable.

Duties and responsibilities

- In collaboration with the CMO and Director of Operations, ensure that the Quality Assurance and Improvement Plan meets clinical standards of care and achieve the desired outcomes.
- Supervise the overall performance of staff in the Quality Improvement (QI) Department.
- Develops and Implements Interventions to improve performance on crucial UDS Measures. Works closely with medical operations on Quality Improvement efforts based on CSC's Annual QI Program and Evaluation.
- Becomes an expert in company quality initiatives, as well as the products, functions, marketing, and service policies and procedures that support those initiatives.
- Assist in the development of Quality Improvement initiatives in the clinic as identified by HRSA, National Committee for Quality Assurance (NCQA), contracted Health Plans, contracted Independent Physician Association, and Centers for



Medicare & Medicaid (CMS) to achieve Meaningful Use, Patient-Centered Medical Home (PCMH) recognition, and UDS clinical quality goals. Oversee the generation of QI reports, track quality improvement activities and outcomes quarterly to the QI committee to ensure measurable improvements in clinical and operational outcomes and customer satisfaction. Participate in Quality Improvement Committee meetings. QI work plan as needed. Prepare Plan-Do-Study-Act (PDSA) on operational and clinical issues identified by the Quality Improvement Committee.

- Prepare documentation and coordinate the application submission process for NCQA's Patient-Centered Medical Home certification for all clinic sites. Work with leadership to prepare policies/procedures, screenshots of PCMH factors, population management rosters to coordinate the care management of patients, and reports that measure performance in various preventive and chronic care clinical measures. Monitor clinic workflow/documentation and make recommendations to the leadership team as to the integration of the PCMH approach into daily operations. Train appropriate staff in PCMH and deploy PDSA cycles as required.
- Responsible for overseeing the production of all monthly, quarterly, final reports and re-funding applications to funding agencies to ensure reports are submitted promptly.
- Keep informed of industry changes and serves as a subject matter expert on programs affecting quality, population health, and incentive programs.
- Assists in writing grant applications, including needs assessment, program plan, goals, outcome measures, and gathering supporting documents and work with relevant program staff to complete grant.
- Oversee program evaluation activities across the health centers, with a focus on reports required for funded grants or contract programs (e.g., UDS, Improvement Collaboration Programs, HRSA Service Area Competition clinical outcome measures, and others as assigned). Advise clinic departments on best practices for evaluation, including appropriate process, outcome, and impact evaluation measures for new and existing programs and services. Develop a system of tracking and reporting clinical and operational measures relating to different grants. Track all grant outcomes and indicators and measure program impact for funded grants.
- Attend and represent Chinatown Service Center in various network collaborative initiatives and other community meetings and conferences as needed.
- Conduct all patient satisfaction surveys at all clinic sites, outreach sites, and patient focus groups, analyze and write summary reports to present to the Board and QI committee.

Qualifications

- Bachelor's degree in Public Health preferred. Experience in quality improvement, grant writing, behavioral science research, health education, or program coordination experience at a community-based clinic setting preferred.



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- Ability to take the initiative and utilize innovative techniques and creativity in preparing grant applications that align with the clinic's overall strategic plan.
- Ability to develop, write, and implement grants and the ability to track grant outcomes and provide the necessary documentation to support grant requirements.
- Ability to work under pressure to meet deadlines for grant opportunities.
- Experienced in producing business or clinical report documents from source databases.
- Excellent knowledge of community health needs, data analysis skills, program evaluation methods, program planning tools/methods, as well as public and community health models and frameworks.
- Excellent organizational and interpersonal skills.
- Excellent communication skills, including interpersonal, writing, and presentation skills.
- Bilingual Chinese/English/Spanish preferred.

Physical Demands/Working Conditions

- 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee may be required to drive to all Chinatown Service Center facilities as needed. The ability to sit for extended periods of time. The employee must occasionally lift and/or move up to 25 pounds.
- Travel, generally within the Greater San Gabriel Valley and/or Greater Los Angeles, may be required on an occasional basis.

Direct reports

Chief Medical Officer