

## QUALITY IMPROVEMENT COORDINATOR

Anderson Valley Health Center, Inc.  
Job Description

EXEMPT: No

SUPERVISOR: Chief Operations Officer (COO)

SUMMARY: Under the direction of the COO, this position routinely generates, documents, and analyzes data in the form of indicator monitoring results, clinical outcomes, incident reports, feedback processes, administrative reports, survey, and chart audits, etc., for trend analysis and improvement planning. The coordinator investigates clinic incidents professionally and confidentially.

<b>ESSENTIAL DUTIES AND RESPONSIBILITIES:</b>
1. Plan, direct and monitor activities as outlined in AVHC's Quality Improvement Plan and AVHC's Annual Quality Improvement Work Plan
2. Manage the QI Process for AVHC and report to the Performance Improvement team on a monthly basis for reporting to the board.
3. Review and compare AVHC policies (Clinical and Operational) to actual procedures, up-date policies and/or make recommendations for procedure changes to meet AVHC/HRSA or state and national standards
4. Coordinate AVHC's Quality Improvement committee monthly meetings
5. Use LEAN methodology to maintain visible data monitoring systems and documentation for identified QI projects and indicator monitoring
6. Assist in the collection of data for identified LEAN process improvement projects
7. Assist in providing support/resources (e.g. LEAN, QI education and training) for all Clinic staff as requested
8. Ensure that compliance with the Peer Review process is adhered to per AVHC policy
9. Coordinate Patient Satisfaction survey process annually
10. Perform data mining and prepare reports of clinical outcomes to meet various reporting requirements (i.e., UDS, etc.)
11. Prepare summary reports for presentation to various committees including Quality Improvement/Performance Improvement, AVHC executive team and AVHC Board of Directors
12. Coordinate document collection and retention of Risk Management files for any open claims submitted to AVHC as needed
13. Provide administrative and special project support to the Executive team as needed
14. Support the Medical Director in providing leadership in the development and maintenance of AVHC's QI Work Plan
15. Work collaboratively with Administration to ensure the QI processes support AVHC Strategic Plan
16. Work with Department Managers to facilitate various QI Committee meetings and support data driven decision making and implementation of new processes
17. Additional duties as assigned
<b>QUALIFICATIONS (MINIMUM):</b>

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1. Minimum 2 years outpatient experience as a LVN, RN or higher health care degree
2. Proficiency in software programs utilized in Quality Improvement and/or EMR report generation tools
3. Excellent skills in MS Office programs
4. Two year college degree or equivalent experience in the health care field
<b>KNOWLEDGE AND ABILITIES:</b>
1. Comfort with public speaking, presentations to groups
2. Willingness and ability to become proficient in data mining and reporting from AVHC's information systems and patient registry databases
3. Ability to communicate with all levels of staff
4. Ability to be self-motivated and self-directed for creation and completion of project objectives
5. Adaptability to changing situations
6. Ability to follow oral and written orders in exact detail
7. Ability to work well under pressure
<b>PHYSICAL REQUIREMENTS:</b>
1. Must be able to hear staff on the phone and those who are served in-person, and speak clearly in order to communicate information to clients and staff
2. Must be able to have vision which is adequate to read memos, a computer screen, registration forms and other clinic documents
3. Must have high manual dexterity
<b>CITIZENSHIP:</b> Must be eligible to work in the United States.
<b>PROFESSIONAL RESPONSIBILITY &amp; COURTESY:</b>
1. Understands and supports AVHC Mission Statement
2. Maintains knowledge and understanding of AVHC's Policy and Procedures
3. Represents organization in a professional and positive manner
4. Removes barriers for those who have difficulty dealing with systems and processes
5. Acts in a professional manner while performing duties listed in this job description
6. Adheres to professional standards as outlined in the Employee handbook
7. Attends meetings as required and/or requested
8. Adheres to all confidentiality policies
9. Establishes and maintain an effective working relationship with medical, dental, behavioral health, administrative, clerical and management staff, as well as community resource agencies
10. Understands and upholds HIPAA rules and regulations
11. Seeks opportunity for professional growth
12. Ensures that the patients have access to all services available
13. Adheres to work schedule: rarely tardy, reports to work on time

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<b>COMMUNICATION:</b>
1. Uses humble inquiry to generate ideas and solutions from staff for QI.
2. Communicates clearly in writing
3. Listens and responds without judgment
4. Communicates with empathy and compassion to all patients and co-workers
5. Uses professional phone etiquette
<b>FLEXIBILITY/TEAM WORK:</b>
1. Coordinates efforts with co-workers when needed
2. Works independently and responsibly with self-initiation
3. Appropriately expresses ability to accept or relinquishes new tasks
4. Personal activity occurs primarily during personal break periods
5. Organizes and prioritizes daily work related responsibilities
6. Observes and responds to co-workers' needs for support or assistance
<b>HEALTH AND SAFETY:</b>
1. Respects work environment
2. Reports potential safety hazards
3. Understands and adheres to safety Policies and Procedures
4. Understands and adheres to infection control Policies and Procedures
5. Handles and operates Clinic equipment in a safe and responsible manner
<b>CUSTOMER SERVICE:</b>
1. Demonstrates ability to answer patient inquiries and direct patient to appropriate resource within the Clinic
2. Shows and fosters respect and appreciation for each person whatever that person's background, race, age, gender, disability, values, lifestyle, perspectives or interests

SUPERVISOR: Chief Operations Officer

LINE OF PROMOTION:

POSITION:  Fulltime     Part-time

### Americans With Disabilities Act Statement:

External and internal applicants, as well as position incumbents who become disabled, must be able to perform the essential position responsibilities as listed in this position description either unaided or with the assistance of a reasonable accommodation to be determined by the organization on a case by case basis.

I accept and can perform the essential functions of this job, with or without reasonable accommodations

SIGNED: \_\_\_\_\_ DATE: \_\_\_\_\_