



RAVENSWOOD FAMILY HEALTH CENTER
South County Community Health Center Inc.
Position Description

POSITION TITLE: **QUALITY IMPROVEMENT OFFICER**

FSLA Status: Exempt

REPORTS TO: Chief Executive Officer

POSITION SUMMARY:

Under the administrative direction of the Chief Executive Officer (CEO), and in collaboration with the Executive Leadership Team, the **Quality Improvement Officer** is responsible for overseeing and monitoring the quality, patient satisfaction and clinical proficiency assessment and quality training activities and programs for RFHC.

The Quality Improvement Officer is the leader of the Performance Quality Improvement process and steering committee and is responsible for overseeing all performance monitoring activities at all sites for the organization. The Quality Improvement Officer is a member of the Executive Leadership Team and in his /her compliance role directly reports to the Board of Directors Quality Assurance Committee. This position is the Leader of the PCMH team supporting PCMH standards and practices.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To be performed in accordance with RFHC Policies and Procedures

QUALITY MANAGEMENT

- Function as the leader of the Performance Quality Improvement (PQI) Steering committee. Responsible for overseeing performance monitoring activities of all departments at all sites for the organization.
- Assist in the development and revision of PQI policies and procedures.
- Coordinate monthly PQI dashboard reports on key PQI indicators, and present quarterly to the Board QA committee and Board of Directors.
- Integrate chronic disease, utilization management and redesign initiatives into overall PQI process. Serve as organizational liaison for external clinical quality improvement initiatives.
- Identify quality improvement training needs for PQI Steering Committee, Executive Leadership Team and Management Team. Coordinate and/or provide technical assistance to PQI Steering Committee and improvement project teams, oversee and monitor project plans.
- Communicate PQI goals, objectives, and progress to Board of Directors, Executive and Management Teams, and clinic staff.
- Participates in data information teams and provides input on data needs for indicators and outcome measures for quality initiatives, grants, and regulatory requirements.
- Participate as a team member in the Clinical Quality Management (CQM) committee meetings.
- Oversee quarterly reports patient satisfaction surveys for each department and ongoing Pulse One Minute (POM) patient satisfaction surveys conducted by Patient Experience Task Force and report

results to PQI, Executive Management and Board Quality Assurance committees, to department staff and to individual providers.

- Work collaboratively with the Clinical Quality Management Team to analyze patient experience to identify areas for improvement.
- Serve as organizational leader on achievement toward Uniform Data Set and Health Plan Benchmark Pay for Performance quality measures.
- Lead Patient Centered Medical Home (PCMH) accreditation and reaccreditation activities.
- Facilitate departmental root cause analysis, process mapping, and improvement meetings based on goals set by department managers.
- Provide coaching and consultation to individual providers and improvement teams.
- Represent RFHC at external quality improvement related meetings and collaboratives.
- Participate in chief and executive-level organizational initiatives to improve quality of care and services.
- Provide consultation for study design, survey tools, and measurement on improvement activities.

GENERAL DUTIES AND RESPONSIBILITIES

- Ability to motivate a diverse group of individuals towards accomplishing common goals and objectives.
- Maintain up-to-date job knowledge through professional reading, conference and seminar attendance.
- Attends RFHC staff retreats and Board of Directors meetings, as requested by the Chief Executive Officer
- Represent RFHC in a positive light to patients, the community and other agencies.
- Other Duties and projects as assigned

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Master's or higher degree from an accredited college or university in public health, health administration, business administration, public policy or related field.
- Minimum 5 years experience in the delivery of ambulatory health care services.
- Prior training and experience in quality improvement theory and practice, PDSAs and dashboards
- Demonstrated proficiency in previous work experience with excellent references
- Current California Driver's License in good standing, a personally owned, currently insured vehicle to drive on work related business.

Qualified applicants submit their resumes to resumes@ravenswoodfhc.org

FAX: 650.321.8576