



QUALITY IMPROVEMENT COORDINATOR JOB DESCRIPTION

Organization: MayView Community Health Center is an organization which for nearly 40 years has provided a healthcare safety net and a medical home for the uninsured in our community. With over 5,800 patients and 19,000 medical visits per year, MCHC is in the business of making a positive difference in Silicon Valley. It is a local non-profit organization devoted to providing essential primary health care services to low-income families and individuals who live and work in the northern part of Santa Clara County and the southern-most part of San Mateo County, regardless of their ability to pay. All staff are expected to support the mission of the organization. MayView operates three clinics in: Palo Alto at 270 Grant Avenue, Mountain View at 100 Moffett Boulevard, and in Sunnyvale at the Columbia Neighborhood Center, 785 Morse Avenue.

Position: Quality Improvement Coordinator
Responsible to: Medical Director
Works with: Medical Director, Director of Clinic Operations, providers, clinical support staff and volunteers

Summary of Duties:

This position functions within MayView Health Service Programs by developing and implementing quality improvement activities, analyzing data, fulfilling documentation and reporting requirements for the Quality Management program, developing educational and informational materials, promoting health issues and providing internal and external customer support. This position is cross-functional, and adapts to ever changing corporate and patient demands. Included is the responsibility to develop and maintain a system for outcomes measurement and reporting to determine whether the Quality Improvement Program is achieving its goals. Scope of responsibility encompasses all settings of the organization in all three clinics.

The Quality Improvement Coordinator works directly with the Chief Executive Officer and the Medical Director to coordinate the Quality Improvement Program of MayView with accountability for specific goals and objectives. Performance at this level requires knowledge of clinical policies and procedures and the ability to choose among a number of alternatives in overseeing and monitoring the development and implementation of the quality improvement program.

Qualifications:

1. Masters degree in a relevant (health information management, or other health care) field/MPH or equivalent.
2. Three years of work experience in a nonprofit health care setting
3. Ability to prioritize quality improvement strategies and choose how best to narrow "quality gaps" for health programs.

4. Proven ability to achieve results.
5. Possess knowledge of the CQI (continuous quality improvement) process and the ability to apply to varied activities.
6. Ability to examine quality vs cost of programs;
7. Ability to communicate clearly, both verbally and in writing, with a diverse group of staff, both internal and external to the organization;
8. Excellent training, mentoring and interpersonal skills.
9. Proposal writing and analytical reasoning, ability to interpret and evaluate complex information;
10. Team development and facilitation techniques to help project teams achieve their highest potential.

Primary Responsibilities:

Program Development

- Oversee and monitor the development and implementation of the quality improvement program, in collaboration with the CEO, Medical Director and other staff.
- Work with Chief Executive Officer, Medical Director, and others to develop performance improvement targets for quality, service, and efficiency of MayView.
- Implement systems to ensure that services conform to regulatory requirements, contractual obligations, and MayView policy.
- Design and conduct surveys to assess the achievements of MayView and provide feedback to the program.
- Assist the CEO to develop grant proposals for MayView to support the quality improvement program of MayView.

Program Management for quality:

- Perform statistical analysis, data analysis for reporting to donors' and feedback to the clinic.
- Assure that improvement activities are documented and reported within the organization to engage staff in continuous quality improvement.
- Work with the Director of Clinic Operations (DCO) to assist with quality control audits, ensuring that MayView is prepared for the audits and that processes and documentation are compliant with required standards and, implement follow up actions.
- Prepare reports and provide feedback to staff in an educational manner.
- Investigate, monitor, document and report on quality of care and service issues regarding health care and services rendered
- Carry out credential processes to meet peer review requirements as part of Quality Improvement program and maintain updated provider enrollment information for health plans and insurance plans.
- Contribute to the Quality Management Program activities, Quality Management Committee and report to the Board as required.
- Recommend changes for quality improvement in the MayView clinical Policies and Procedures and Protocols based on updated findings and information.
- Maintain professional standards and practices in all aspects of programs and services.
- Complete special projects and tasks as assigned.

Staff development and training to meet QI goals.

- Assesses quality improvement training needs; plans and implements training for support staff
- Develop a quality improvement training plan and implement the plan with DCO.
- Review and evaluate the training for improvement and feedback for the program.

General Responsibilities:

1. Support mission of MayView Community Health Center.
2. Adhere to all MayView Community Health Center Policies and Procedures
3. Value discretion, respect patient's right to privacy.
4. Attend Staff and Team meetings and Board meetings when requested/applicable.
5. Attend in-services when requested.
6. Participate in annual staff evaluations.
7. Participate and act as resource person in staff trainings.
8. Perform other duties as assigned.

Full-Time Exempt: 40 hours per week

Last day to apply: August 15, 2010

Salary and benefits are negotiable based on education, experience, and skills.

E-mail resume and cover letter to: resumes@mayview.org. NO CALLS, please.