

Quality Improvement Specialist

Desert Senita Community Health Center is seeking a Quality Improvement Specialist to join our team. Desert Senita Community Healthcare is a Federally Qualified Community Health Center (FQHC), with 2 sites in Ajo and Arizona City.

The Quality Improvement Specialist will have the primary responsibility of coordinating key quality improvement (QI) activities, projects and other quality management functions for conformance with contract requirements, licensing, certification and state and federal standards at all Desert Senita Community Health Center (DSCHC) sites. The position will report directly to the Chief Compliance and Quality Officer.

The ideal candidate will have the following education and experience:

- Provides support to the CCQO by ensuring the implementation of QI/QA operating procedures and updating QI/QA procedures as needed; ensuring QI/QA assessments are conducted; monitoring QI/QA outcomes
- Ensures systems and/or procedures for maintaining and monitoring the confidentiality, privacy and security of patient records
- Completing periodic QI/QA assessments on at least a quarterly basis to inform the modification of the provision of health center services, as appropriate;
- Producing and sharing reports on QI/QA to support decision-making and oversight by key management staff and by the governing board regarding the provision of health center services.
- Aggregate and analyze project level qualitative and quantitative data for reporting purposes to participating health center sites, governing board, funders, and staff
- Coordinates the Quality Improvement Committee(s) by serving as the facilitator. Convenes regular meetings, develops agendas in conjunction with the CCQO and communicates agenda and minutes, develops and analyzes performance improvement data for the QI Committee (s), designs and implements the necessary Quality Improvements processes and systems, develops and implements an organization-wide communication plan, and develops and implements a recognition program for Improvement Teams.
- Provide technical assistance to health center departments and functional areas to meet reporting requirements within defined timeframes for assigned projects
- Work intensively with health center teams participating in assigned QI projects to refine delivery system and identify best practice concepts
- Identify teaching resources and techniques appropriate for assigned QI projects
- Coordinate collection, analysis and write up of evaluation of the project deliverables
- Coach and conduct performance assessments with organizations involved in clinical quality or risk related initiatives
- Contribute to the development of expert knowledge on quality improvement frameworks under the guidance of the CCQO
- Prioritize, anticipate and assess QI needs of health centers by identifying educational opportunities for improvement

The ideal candidate will also possess the following knowledge, skills, and abilities:

- Bachelor's degree or equivalent in health sciences or related field, Master's degree (MPH, MPA, MA) preferred
- CPHQ preferred
- At least two years' relevant project management and QI experience
- Interest in and knowledge of primary and behavioral healthcare, HRSA Grant and FTCA Deeming requirements;
- Experience in or with a FQHC preferred
- Knowledge of principles related to Patient Centered Medical Home (PCMH) and PCMH certification /accreditation programs., Meaningful Use (MU) and, Quality Metrics; Data Stewardship.
- Proficiency with Quality Improvement tools
- Knowledge of Electronic health record (EHR) (NextGen)
- Knowledge of Population Health Management programs with experience developing data aggregation, risk stratification, care coordination and analytics reports strongly preferred
- Ability to work collaboratively with physicians, staff and external organizations
- Strong communication and presentation skills, training/meeting facilitation skills
- Solid relationship building and interpersonal skills
- Excellent writing, research, analytical and time management skills
- Excellent coordination skills, including multitasking and setting priorities on work Assignment
- Proficiency with Microsoft Word, Excel, Access, and PowerPoint,
- Ability to organize and coordinate various activities involved in collaborative projects
- High degree of independence, flexibility, initiative and commitment
- Ability to work effectively with diverse population both internally and externally
- Demonstrated awareness and value of cultural competence

For questions, please contact HR at HR@desertsenita.org.

To apply, email your cover letter, resume, and our Employment Application to HR@desertsenita.org.

As a condition of employment, DSCHC employees are required to qualify for an Arizona Level One Fingerprint Clearance Card

Desert Senita Community Health Center (DSCHC) will recruit, hire, train, and promote persons in all job titles without regard to age, color, disability, gender (including gender identity), marital status, national origin, race, religion, sex, sexual orientation, veteran status, or other status protected by applicable law. In addition, all personnel actions such as compensation, promotion, demotion, benefits, transfers, staff reductions, terminations, reinstatement and rehire, company-sponsored training, education and tuition assistance, and social and recreational programs will be administered in accordance with the principles of equal employment opportunity.