



NEW Health Programs Association

Title: Quality Improvement Manager
Department: Administration
Supervisor: Chief Operations Officer
FLSA Status: Exempt

Purpose of Job:

The purpose of this position is to improve the overall health of the communities we serve by providing leadership for the development, implementation and coordination of organization-wide improvement efforts.

Essential Duties and Responsibilities:

- Designs, develops, implements and maintains the corporate quality improvement program to achieve desired outcomes for patients.
- Applies clinical and service quality knowledge and analytical skills to effectively and efficiently direct quality improvement activities and improve performance metrics.
- Analyzes performance data to develop and implement initiatives to improve patient safety and clinical outcomes, as well as improvement of external quality metrics.
- Responsible for Quality Improvement data collection, analysis, interpretation and dissemination.
- Represents the organization in external professional associations and educational opportunities related to quality, evidence based practice and external data reporting.
- Reports to the Governing Board QI Committee regarding quality improvement initiatives including data analysis, changes in regulations and requirement for compliance.
- Provides leadership and coordinates staff education in meeting quality objectives.
- Perform data analysis to contain costs, healthcare losses and incidents.
- Oversees and supervises staff in the following departments: Care Coordination, Credentialing and Outreach & Enrollment.
- Performs other duties as assigned.

Qualifications:

Education/Experience: Bachelor's degree in a healthcare/ quality related field with at least three years of experience in healthcare quality or five years' experience working in a community health care setting required. Clinical licensure preferred. Demonstrated leadership and team development skills required. Experience and proven success implementing and managing quality programs/ initiatives required.

Skills: Ability to assist with focusing activities toward a strategic direction by developing tactical plans, driving performance and achieving targets required. Strong analytical and problem solving skills-knowledge of statistical analysis and reporting practices pertinent to QI and program evaluation required. Excellent verbal and written communication/ presentation skills required. Ability to work proactively and collaboratively with people at all levels in the organization required. Computer skills required.

Physical Demands:

Required to stand, sit and be mobile 1/3rd to 2/3rds of the time. Required to use hands to finger, handle or feel over 2/3rds of the time; while reaching with hands and arms occurs 1/3rd of the day. Climbing or balancing, stooping, kneeling or crouching occurs less than 1/3rd of the time. Communicating occurs constantly throughout the day. Lifting occurs about half the time up to 10lbs and less than 1/3rd of the day from 25-40lbs. Rarely is there a need to lift more than 41lbs.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Requires travel to clinic sites, as needed.

I have read and understand the above job description.

Employee Signature: _____ Date: _____

Print Name: _____