



UNITED INDIAN HEALTH SERVICES, INC.

Job Description

Job Title: Quality Improvement Specialist
UPN: EQP-01
SOC Code: 29-9099
Division: Executive Office Division
Section: Administrative
Location: PHV, Arcata
Shift: Monday - Friday; 8:00am – 5:00pm
Report To: Chief Operating Officer
Salary Table: Table 4 –Mid Level
Grade/Step: 12-01 to 13-10
Salary Level: \$18.91/hr – \$28.27/hr; \$39,333 annually-\$58,802 annually
FLSA Status: Exempt
Updated On: March 16, 2007, May 14, 2008, September 17, 2008

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Review, Recommendation & Approval:

 Received by HR: 05/13/2008
 Recommended by Personnel Committee: 05/14/2008
 Recommended by Finance Committee: 09/29/2008
 Approved by Board of Directors: 09/30/2008
 Review & Recommend by GDC: _____

SUMMARY:

Achieves executive-level business vision and objectives and healthcare Standards of Care objectives across all Divisions through definition, analysis, and implementation of process, policy, personnel, and systems improvement initiatives.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Understands all health care compliance mandates; assesses operations to meet these requirements.
- Understands legal risk exposure and mitigation pertaining to healthcare standards; works with key leaders to develop systems to eliminate risks.
- Understands healthcare Standards of Care and best-practices; directs initiatives for implementation of same with key leaders.
- Analyzes and defines operational processes and related policies, organization structure and personnel, and supporting systems; initiatives efficiency improvements, cost reductions, and improvement of service.
- Translates process analysis models into electronic healthcare record system requirements and design specifications; communicates with EHR system Developer and users daily.
- Creates metrics associated with business, service quality, and process improvement objectives; performs before, on-going, and after monitoring of metrics.
- Promotes and establishes clinical policies and procedures following recognized standards of care; including but not limited to: Centers for Disease Control (CDC), accreditation and compliance standards and guidelines, and other evaluating entities, including state and federal agencies.
- Reviews quality assurance standards, assesses existing clinic policies and procedures, and works with clinic personnel and clients to evaluate and improve effectiveness of healthcare services.
- Develops quality assurance policies and procedures utilizing the specific expert knowledge of each key department staff.
- Identifies specific topics for review, analysis, and reporting such as problem procedures, drugs, high volume cases, high risk cases, or other factors related to preservation of clinic good standing in accreditation, compliance, licensure, and certification.

- Facilitates internal and external reports for, but not limited to: IHP Systems, Accreditation, GPRA, Compliance Surveys, IHP Reports and System Appraisals.
- Compiles statistical data and reports on the results thereof as it relates to quality assurance issues.
- Facilitates meetings and communications between management, operations, and technical staff daily.
- Participate in proactive team efforts to achieve departmental and company goals.
- Provide leadership to others through example and sharing of knowledge/skill.
- Maintains a professional, organized, and clean working environment by following organizational policies, guidelines, and acceptable safety standards.
- Adheres to accreditation and compliance standards/guidelines.
- Attends committee, staff and other assigned meetings. Perform other duties as assigned.
- Performs all duties in accordance with the UIHS Mission, Vision and Guiding Principals.

SUPERVISORY RESPONSIBILITIES:

- No direct supervisory responsibilities.
- Provide limited supervision to others through motivation, direction, review and feedback of assigned tasks.
- Supervise work through the planning and scheduling of work, and the review and approval of tasks.
- Supervise in both their work assignments and performance development (appraisal).

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.

EDUCATION and/or EXPERIENCE:

Level 1:

- Bachelor's degree (B.A) in healthcare quality related field;
- Two years experience in business analysis, quality assurance or performance improvement in medical industry
- Must have knowledge of medical best practices, regulatory requirements and accreditation processes.
- Outstanding communication skills, strong interpersonal and teamwork skills, and ability to work proactively and collaboratively with people at all levels in the organization.

Level 2:

- Bachelor's degree (B.A) in healthcare quality related field;
- Four years experience in business analysis, quality assurance or performance improvement with two years specifically related to medical industry
- Must have knowledge of medical best practices, regulatory requirements and accreditation processes.
- Experience with formalized business re-engineering methodologies, business modeling techniques and facilitating communications
- Experience with systems and/or software implementation and facilitating the resulting business change
- Outstanding communication skills, strong interpersonal and teamwork skills, and ability to work proactively and collaboratively with people at all levels in the organization.

LANGUAGE SKILLS:

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS:

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY:

- Ability to apply principles of logical or scientific thinking to a wide range of intellectual and practical problems.
- Ability to deal with nonverbal symbolism (formulas, scientific equations, graphs, musical notes, etc.) in its most difficult phases.
- Ability to deal with a variety of abstract and concrete variables.

CERTIFICATES, LICENSES, REGISTRATIONS:

None

OTHER SKILLS AND ABILITIES:

- Demonstrated use of intermediate computer operations (basic programming in 3rd and 4th generation languages, relational databases, and operating systems) and intermediate software packages word processing, spreadsheet, graphics, etc.).
- Handle multiple tasks simultaneously.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to

- Sit; use hands to finger, handle, or feel objects, tools, or controls; and talk or hear.
- The employee is occasionally required to reach with hands and arms and stoop, kneel, crouch, or crawl.
- The employee must regularly lift and/or move up to 10 pounds and frequently lift and/or move up to 25 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Sedentary physical activity performing non-strenuous daily activities of an administrative nature. Occasional overnight travel (up to 20%) by land and/or air.

WORK ENVIRONMENT:

Well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation. Quiet (examples: library, private office).

Employee Signature

Date