PCMH Team Leader/QI Coordinator

REPORTS TO: Clinic Operations Director
FLSA CATEGORY: Exempt, Salaried
EEO CATEGORY: Administrator

POSITION DESCRIPTION

The HealthWorks Patient Centered Medical Home (PCMH) Team Leader for Practice Transformation is responsible for managing defined aspects of the HealthWorks’ PCMH journey to successfully accomplish program goals and to support QI quality improvement initiatives. Duties are providing support for all practice transformation aspects of project; including development of educational curriculum, leading practice transformation efforts, providing oversight and work on the Quality Improvement activities of the clinic, providing practice transformation support services.

ESSENTIAL FUNCTIONS

1. Leads all aspects of clinic transformation efforts
   • Leads planning, development and the certification process for HealthWorks to become PCMH recognized. Once recognized works to maintain the recognition.
   • Lead HealthWorks’ staff in PCMH QI requirements and on-going reporting. Support staff in their efforts toward practice transformation with PCMH practices.
   • Provides expert advice to PCMH program staff on the development, communication and implementation of key issues related to PCMH, including:
     o Clear vision and strategy on how clinic will successfully transform to PCMH model.
     o Expected timeline for clinic participants to implement agreed upon strategy.
     o Other activities and policies that support effective and measurable clinic transformation, including obtaining familiarity with clinic’s EMR (Epic) to assist with optimal use and data retrieval.
     o Produces program reports summarizing key goals, accomplishments, and outcomes.
     o Stays abreast of new developments and industry trends related to PCMH, clinical quality improvement, and other assigned program(s)
Manages ad hoc programs and projects as needed.
Provides reports to senior management and board on QI efforts; assists CFO and other staff in quality reporting to HRSA, Medicare, Medicaid, UDS and health center grantors.

- Working with senior team develops and maintains the yearly Quality Management Plan.
  - Creates reports and makes presentations to staff and board.
  - Creates and maintains clinic’s quality dashboards.
  - Creates and maintains patient facing quality results through the web site and social media.

2. Supports PCMH teams
- Provides leadership, oversight, and support for PCMH teams, including providing support and management of PCMH project.
- Develops and supports positive and engaged team culture.
- Identifies and recommends staffing as needed to support PCMH.

3. Supports integration with other related initiatives
- Identifies and facilitates opportunities to integrate program with other QC initiatives within the clinic and community partners.
- Works with other relevant provider organizations and statewide groups, as applicable, to coordinate and align quality improvement efforts.

RESPONSIBILITIES

**Other Duties/Responsibilities:** As assigned.

**Supervision Received:** Reports directly to Clinic Operations Director.

**Supervisory Responsibilities:** Will include leading teams and working groups

**Budgetary/Fiscal Responsibility:** None

**Policy and Procedure Interpretation and Development:** Participates in the policy committee for the development of new policies and updates to existing policies and procedures.

**Contact with Others:** Daily contact with HealthWorks staff, providers, and community partners.

JOB REQUIREMENTS/EXPERIENCE

**Education:** Bachelor’s degree in healthcare or related field; RN preferred.
**Experience:**

In-depth understanding and minimum 3-year direct experience using clinical quality improvement models and methods (e.g. PCMH, Planned Care Model, rapid cycle improvement, quality measurement and reporting).

**Knowledge, Skills, and Abilities:**

1. Program management skills with demonstrated experience in managing wide range of clinical and/or administrative programs with excellent organizational skills.
2. Demonstrated strong writing skills; excellent oral communication and presentation skills.
3. Relationship management and leadership skills.
4. Ability to work both independently and to collaborate with teams of individuals in diverse settings, using solution-oriented approach.
6. Expertise in using computer software, including Microsoft Office with emphasis on Excel and data analysis.

**Licenses/Certifications:**

Licensed RN preferred (State of Wyoming).

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**BEHAVIORAL EXPECTATIONS**

**Clinical Quality and Patient Safety**
- Assumes personal responsibility for providing quality service, comfort and responsiveness as perceived by patients, visitors, physicians, and co-workers.

**Service Excellence and Employee Engagement**
- Demonstrates self-initiative and the ability to adapt to the challenges, conflicts, and ambiguities inherent to the position. Exhibits reliability and dependability. Reports to work on time and as scheduled. Demonstrates the willingness to accept other tasks as assigned. Exhibits ethical behavior and honesty.
- Demonstrates a commitment to individual growth and expansion of knowledge as it attributes to the position. Actively and aggressively initiates action to improve performance. Recognizes the value of teamwork and works cooperatively with others.
- Demonstrates a commitment to HealthWorks’ mission, vision, and values.
PHYSICAL REQUIREMENTS

1. 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 upon request to enable individuals with disabilities to perform the essential functions.

2. Ability to speak, understand, and communicate the English language effectively. Ability to hear adequately on the phone or in person and group settings.

3. Ability to work in front of a computer screen and keyboard, sitting and/or standing up to 8-10 hours per day (possibly longer if overtime is required).

4. Ability to work in a normal office environment conditions using various office equipment including (i.e. computer, keyboard, mouse, calculator, copier, printer, fax, scanner, telephone). Mobility necessary to access various offices and a wide variety of meeting settings.

5. Mobility necessary to perform a variety of tasks that involve standing, walking, sitting, stooping, kneeling, bending and twisting, occasionally climbing stairs or using an elevator, possibly reaching chest high and overhead for materials.

6. Possess faculties, mobility and ability necessary to access research and interpret information from a variety of media (e.g., computer screen, projected images, printed material) and individuals.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

All HealthWorks’ facilities are tobacco-free.

EXPOSURE TO HAZARDS

Housekeeping products, sterilization equipment and chemicals, needles, high noise levels caused by dental equipment, chemicals found in dental materials and products, such as acids and disinfectants, biological hazards such as blood borne pathogens, infectious diseases, contaminated wastes, saliva, and radiation.

HOURS OF WORK / ATTENDANCE REQUIREMENTS

Regular attendance is required.
TRAVEL

Occasional travel may be required for training or conference attendance.

BLOOD/FLUID EXPOSURE RISK

Blood/Fluid Exposure Risk: (Check the appropriate category)

☐ Category I: Tasks routinely involved in potential for mucous membrane or skin contact exposure to blood, fluids, or tissue. Use of personal protective equipment (PPE), when appropriate, is required.

☐ Category II: Usual tasks do not involve exposure to blood, body, fluids or tissues but job may require performing unplanned Category I tasks.

X Category III: Tasks involved no greater exposure to blood, body fluids or tissues than would be encountered by a visitor. Category I tasks are not a condition of employment.

Signature below acknowledges that I have received a copy of my job description and my supervisor has discussed it with me.

Employee Signature ___________________________ Date ____________

Supervisor Signature ___________________________ Date ____________