



Heritage Health Center

128 North Bent St. • Powell, WY • 82435 • 307-764-4135 • www.heritagehealthcenter.org

Caring for the Community

Mission: *Heritage Health Center will provide high quality primary care for everyone in the Big Horn Basin through respect for patients, staff, and the communities we serve.*

Vision: *To be a health care leader in the communities of the Big Horn Basin by providing access to high-quality, whole person, care for all citizens.*

We are proud of our organization and the many employees who have and will contribute to our reputation of providing excellent care to individuals regardless of their ability to pay. It is the intent of HHC to employ people who will contribute to the overall success of our organization and to have an atmosphere in which all employees demonstrate an understanding of the importance of HHC's Mission. We want you to enjoy your work here and fully realize your potential. If you have additional questions or need assistance, please consult your immediate supervisor or the Employee Handbook.

Position: QI & Special Projects Coordinator

Salary: DOE

Requirements:

POSITION DESCRIPTION

The Heritage Health QI & Special Projects Coordinator will be a Team Leader for Practice Transformation as it relates to Quality Assurance/Quality Improvement, Risk Management and Reduction, PCMH & FTCA implementation, Community Action, and other projects as assigned. He or she will be responsible for managing defined aspects of the Heritage Health PCMH journey to successfully accomplish program goals and to support QI and community action 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 and Risk Reduction activities of the clinic, providing practice transformation support services.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Coordinates all Defined Project areas

- Leads planning, development and the certification process for Heritage Health to become PCMH recognized. Once recognized works to maintain the recognition.
- Lead Health Center staff in PCMH, FTCA, and QI requirements and on-going reporting. Support staff in their efforts toward practice transformation with PCMH practices.

- Provides expert advice to PCMH and FTCA program staff on the development, communication and implementation of key issues related to PCMH & FTCA, including:
 - Clear vision and strategy on how clinic will successfully transform to PCMH model, ensuring compliance for FTCA certification.
 - Expected timeline for clinic participants to implement agreed upon strategies.
 - Other activities and policies that support effective and measurable clinic transformation, including obtaining familiarity with clinic's EHR (Athena) to assist with optimal use and data retrieval.
 - Produces program reports summarizing key goals, accomplishments, and outcomes.
- Stays abreast of new developments and industry trends related to PCMH, clinical quality improvement, risk management, FTCA 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 & Risk 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.
- Develops and supports positive and engaged team culture.
- Identifies and recommends staffing as needed to support PCMH.
- Participates in the policy committee for the development of new policies and updates to existing policies and procedures.

3. Community Action

- Identifies and facilitates opportunities to integrate the health center program with other QI initiatives within the clinic and other community partners or initiatives.
- Works with other relevant provider organizations and statewide groups, as applicable, to coordinate and align designated project efforts (including, but not limited to, QI/QA activities, Risk Management, PCMH, FTCA, 340b).
- Daily contact with HealthWorks staff, providers, and community partners.

QUALIFICATIONS:

1. **Education:** Bachelor's degree in healthcare or related field; RN or master's degree preferred.
2. **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) or other relevant experience options.

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

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 communicate 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 Heritage Health Center facilities are tobacco-free.

EXPOSURE TO HAZARDS

Housekeeping products, sterilization equipment and chemicals, needles, high noise levels caused by medical equipment, chemicals found in clinical 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 overnight 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.
- 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