



JOB DESCRIPTION

Position:	Quality Improvement Director
Department:	Clinical
Reports to:	Chief Operations Officer
FLSA Status:	Exempt Position
Grade:	20

General Purpose:

The Quality Improvement (QI) Director is responsible for coordinating the Continuous Quality Improvement Program (CQIP) which covers all aspect of quality for Ampla Health. The QI Director's role includes Quality Assurance and Continuous Quality Improvement (CQI), and is responsible for Total Quality Management (TQM) to ensure that Ampla Health quality goals, including but not limited to, Meaningful Use (MU), Patient Centered Medical Home (PCMH), Healthcare Effectiveness Data and Information Set (HEDIS), Uniform Data System (UDS) as well as other Federal and State requirements are met.

Quality Assurance:

- a) Manage improvement efforts proactively by fact utilizing data analytics when available and prevention rather than retroactively.
- b) Coordinates quarterly audits and as needed to ensure that Ampla Health, State and Federal goals are met.
- c) Gathers and analyzes data to generate appropriate reports. Findings are reported through appropriate Ampla Health chain of command. Clinical outcome measures data are transparent and are shared with employees, board members, and patients.
- d) Facilitates documentation, reporting, and follow-up of quality improvement activities.
- e) Provides training to staff to ensure that all policies and procedures are properly executed. Provides an avenue through which policies and procedures may be evaluated to assure excellence in patient care and delivery of services.
- f) Assists Chief Operations Officer (COO) with the compilation and analysis of data gathered from the Provider Peer Review including all clinicians such as MDs, Nurse Practitioners, Physician Assistants, Registered Dietitians, and LCSWs.
- g) Under the direction of the COO, presents findings to the Peer Review Committee including areas for improvement.
- h) Assists the Chief Dental Officer (CDO) with the Dental Quality Assurance Program including the Dental Peer Review.

- i) Assists with COO, CMO, COO, Director of Clinical Services, and Chief Financial Officer (CFO) with program planning and development as related to Total Quality Management.
- j) Collaborates and coordinates with supervisors to assure staff follow predetermined objectives and/or standards.
- k) Effectively communicates with the CQIP Continuous Quality Improvement Committee (CQIC), employees, the Executive Team, and the Board of Directors.
- l) Conducts program surveys to ensure that patient and clinic needs are met as well as to determine areas for improvement.
- m) Analyzes and presents patient satisfaction/experience surveys outsourced through the Director of Communications office to the CQIP committee to determine appropriate CQI steps through PDSA cycles.

Quality Improvement:

- a) Utilizing managed care, HRSA, statewide benchmarks, and other Federal and state rules and regulation, set quality standards of care that serve as guides towards improving patient outcomes.
- b) Effectively utilizes Total Quality Management approach to conduct quality improvement projects. Conducts improvement projects involving all aspects of the care team using plan, do, study, act (PDSA) cycle and other tools.
- c) Provide top-down commitment to the integration and support of CQI activities as evidenced by supporting all Ampla Health employees in all departments to understand and participate in PDSA cycles.
- d) Identify barriers to the improvement in quality of care and other services and conduct PDSA cycles or other tools to break them down.
- e) Identify system problems, develop and enforce corrective action plans, and recommend solutions using the PDSA cycle or other tools.
- f) Upon Executive Team and/or Board of Directors approval, facilitates improvement project implementations on a clinic-wide basis.
- g) Monitors and evaluates improvement project implementation for effectiveness.

Functions:

- a) The QI Director's main function is to work towards providing continuous and incremental performance improvement towards the delivery of quality ambulatory health care services that is efficient and cost effective and consistent with Ampla Health's mission. In doing so, the QI Director leads all Ampla Health employees in the direction of continuous quality improvement.
- b) Maintain by annual updates a multidimensional and multi-disciplinary quality improvement plan that effectively and systematically monitors and evaluates the quality and safety of clinical care and quality of service rendered to patients.
- c) Provides a mechanism for the routine and reliable evaluation of professional competency to meet clinical outcome measures.
- d) Improve health care delivery by monitoring and implementing corrective action, as necessary, for access and availability of clinician services to patients.
- e) Improve health outcomes for all patients by recommending ways to incorporate preventive medicine services into all the primary care delivery sites.

- f) Support quality processes and effectiveness of continuous quality improvement activities across the organization.
- g) Maintain a process for monitoring, identifying, and investigating potential quality issues and taking appropriate action to correct quality of care problems.
- h) Conduct CQIP meetings and Board QI committee meetings on a monthly basis. Agendas along with reference materials will be prepared before the meetings. Meeting minutes will be kept on a monthly basis. A monthly report of all QI activities will be submitted to the Director of Clinical Services.
- i) Assures the information and findings of quality management activities are used to detect trends, patterns of performance, potential problems, and develop and implement corrective action plans.
- j) Develop an annual continuous quality improvement Program report at the end of the fiscal year which evaluates the effectiveness of the quality assurance and improvement processes.
- k) The QI Director is the chairperson of the CQIC and will report the committee's findings to the Board of Directors.

The QI Director will oversee delegated activities by:

- a) Establishing and utilizing already established performance standards
- b) Monitoring performance through data analytics and produce regular reporting
- c) Evaluating performance quarterly and annually
- d) Evaluate under and over-utilization, continuity, and coordination of care through a variety of methods and frequencies based upon the patients' needs. These methods include, but are not limited to, an annual evaluation of:
 - e) Medical record review
 - f) Rates of referral to specialists and Quarterly analysis of patient complaints regarding difficulty obtaining referrals
 - g) Communication between referring and referred-to physicians
 - h) Hospital discharge summaries
 - i) Lab orders for Ameritox screenings
 - j) Identification and follow-up of non-utilizing patients
 - k) Performance measurement of practice guidelines that need to be developed. (This will require the assistance of at least one other staff member.)

QI Director Goals are to monitor, evaluate and improve:

- a) The quality of clinical care and services provided by the health care delivery system, especially as it pertains to the unique needs of the population.
- b) The important clinical and service issues facing the Medi-Cal and Medicare population as well as the migrant and seasonal workers relevant to their demographics, high-risks, and disease profiles for both acute and chronic illnesses, and preventive care.
- c) The continuity and coordination of care between specialists and primary care Clinicians as well as transition of care
- d) The accessibility and availability of appropriate clinical care and to Ampla Health's network of clinicians with experience in providing care to the population.
- e) The qualifications and practice patterns of all individual clinicians at Ampla Health to deliver quality care and service.

- f) Patient and clinician satisfaction, including the timely resolution of complaints and grievances.

Objectives:

- a) The QI Director, working closely with the Chief Medical Officer (CMO), Chief Dental Director (CDO, and the Director of Clinical Services is responsible for ensuring that the CQIP is properly developed, implemented, and coordinated including membership development.
- b) Drive the quality improvement structure and processes that support continuous quality improvement, including measurement, trending, analysis, intervention, and re-measurement.
- c) Support clinicians and staff with participation in quality improvement initiatives and all governing regulatory agencies.
- d) Establish clinical and service indicators that reflect demographic and epidemiological characteristics of patients, including benchmarks and performance goals for continuous and/or periodic monitoring and evaluation.
- e) Develop medical records charting standards.
- f) Measure the performance of clinicians', nursing's, and Medical Assistants' medical records against medical record standards at least once a year. Take steps to improve performance and remeasure to determine organization-wide clinician and support staff specific performance.
- g) Develop studies or quality activities for patient populations. Studies and/or activities are designed to identify barriers to improved performance and/or validate a problem.
- h) Other duties as assigned by supervisor.

QUALITIES & CHARACTERISTICS:

- a) Maintains a professional relationship and positive attitude with co-workers, the public, patients and all of Ampla Health's staff, Board of Directors and vendors.
- b) Maintains the highest professional ethics and is honest in dealing with people; is a model for all employees through his/her actions.
- c) Strive to learn more and is receptive to learning different ways of doing things.
- d) Displays enthusiasm toward the work and mission of Ampla Health.

PROFESSIONAL KNOWLEDGE, SKILL & ABILITIES:

- 1) Graduation from an accredited school of Registered Nursing or Medical School
- 2) Minimum of two (2) years of clinical experience
- 3) Minimum of two (2) years' experience as a Nursing Supervisor, QI Director or equivalent
- 4) A Registered Nurse License issued by the State of California
- 5) Demonstrates understanding of rural nursing
- 6) Knowledge of law and regulations governing the delivery of rural health services in the State of California
- 7) Possesses qualities of leadership and the ability to maintain positive working relationships with management and staff

- 8) Demonstrate clear knowledge of Ampla Health's clinic structure, standards, procedures and protocols

COMMUNICATIONS SKILLS:

- 1) Must have neat and legible handwriting
- 2) Must be able to interact with co-workers, patient and vendors courteously and calmly
- 3) Ability to communicate well with the public

WORKING CONDITIONS & PHYSICAL REQUIREMENTS:

Works well with patients, co-worker and vendors in a generally comfortable environment office. Employee must possess the following physical requirements:

- 1) Works well with patients, co-worker and vendors in a generally comfortable environment
- 2) May require prolonged sitting
- 3) Able to move up to 60 lbs. (small equipment, supplies, etc.)
- 4) Must be able to reach above the shoulder level to work, bend, squat and sit, stand and twist
- 5) May required to work for long periods within a varied schedule without a break
- 6) May be exposed to infectious/contagious diseases

EMPLOYEE NAME(PRINT)

EMPLOYEE SIGNATURE

DATE