The Clinical Quality Improvement Specialist (CQIS) will provide technical and clinical assistance, coaching, data and process improvement support to Southwest Oregon IPA, Inc. (SWOIPA) and other community stakeholder in areas related to improving the health system delivery to community members. In addition, the CQIS will provide high-level administrative support for the Medical Director. This position will work with a variety of teams to meet regulatory deliverables and support health system leadership including work related with the Oregon Health Authority (OHA) Incentive metrics, Performance Improvement Projects (PIPs), Patient Centered Primary Care Home (PCPCH) requirements, and Western Oregon Advanced Health (WOAH) Transformation and Quality Improvement Plans.

Share responsibility for achieving the Triple Aim of health care reform: member engagement and satisfaction, improving quality of care, and managing costs by focusing on the "member" by "doing what is right" and "thinking." All duties are performed in compliance with organization’s policies and procedure, contractual obligations, and within federal and state laws and guideline including HIPAA, OSHA, and Waste Fraud and Abuse regulations. Protect the dignity, privacy and confidentiality of members and their families, as well as co-workers and others.

SUPERVISION EXERCISED: Supervision is not a responsibility of this position

SUPERVISION RECEIVED: Works under the direct supervision of the Medical Director

ESSENTIAL RESPONSIBILITIES: Clinical Quality Improvement Specialist

1. Collaborate with other Southwest Oregon IPA, Inc. (SWOIPA) staff, contractors and the Quality Improvement Committee to identify areas of disease burden in the member population and formulate effective interventions
2. Provide technical assistance to internal and external stakeholders by sharing best practices to achieve organizational targets including but not limited to: Incentive metrics, PIPs, PCPCH, WOAH Transformation and Quality Improvement plans, metrics, and/or goals
3. Help external stakeholder to break down barriers to achieve end results
4. Provide clinical perspective and expertise, as necessary, for program development and outreach to member clinics
5. In partnership with the Data Analyst, Director of Quality and Accountability, supervisor, and other stakeholders ensure the design, creation, data collection, validation, and reporting of specific organizational, state, and national program metrics
6. Provide program status reports to department management and other stakeholders. Assist with report development and information gathering to identify opportunities for improvement
7. Apply and help train internal and external stakeholders of appropriate improvement tools and technology essentials to meet project goals
8. Act as a resource for community stakeholders’ staff for problem solving and disseminate educational and other resources or tools

ESSENTIAL RESPONSIBILITIES: Administrative
1. Update SWOIPA’s leadership of barriers and progress of goal achievement
2. Compiles and submits assigned internal and external reports in a timely and accurate manner
3. Participates in meetings with outside agencies and internal departments and workgroups. Meeting with other departments to ensure processes between departments are clear. Meet with outside agency or companies for implementation or review
4. Attend mandatory and elective training courses (internal or external), according to SWOIPA standards
5. Perform work in a safe manner while on SWOIPA premises or company business off-site. Notifies supervisor of any incidents, accidents or safety issues and completes paperwork in a timely manner
6. Keep immediate supervisor, and other staff, accurately informed of updates/changes as appropriate
7. Ensures compliance with SWOIPA policies and procedures as applicable to area(s) of responsibility
8. Handle confidential information and materials appropriately and maintains a secure work area
9. All other duties as assigned by supervisor

ESSENTIAL RESPONSIBILITIES:
1. Perform clerical functions such as preparing correspondence, arranging conference calls, and scheduling meetings
2. Coordinate and maintain the Medical Director’s appointment schedule by planning and scheduling meetings, conferences, teleconferences, and travel with an extreme level of detail, accuracy, confidentiality, diplomacy, and initiative
3. Arrange and attend meetings when requested; prepare meeting agendas; and record and distribute meeting minutes
4. Ensure timely follow-up of meeting action items
5. Provide high-level administrative support by conducting research, analysis, dissemination of data relative of department matters
6. Prepare statistical reports, program reporting, and handling of information requests
7. Assist in developing and maintaining new procedures, and training programs
8. Prepare various documents and handle confidential matters in accordance with HIPAA guidelines and organization’s policies and procedures
9. Assist Medical Director and others with clerical functions and administrative tasks when requested
10. Other related duties as assigned by supervisor

ESSENTIAL RESPONSIBILITIES: Communication & Teamwork
1. Openly, clearly and respectfully share and receive information, opinions, concerns and feedback in a supportive manner
2. Work collaboratively by mentoring new and existing co-workers, building bridges and creating rapport with team members across the organization

ESSENTIAL RESPONSIBILITIES: Professional Development
1. Advance personal knowledge base by pursing continuing education to enhance professional development
2. Represent SWOIPA at meetings and conferences as applicable
3. Participates in local, state and or other trainings as directed

EDUCATION: Associate degree in public health preferred. High School diploma and or GED required
EXPERIENCE: At least three (3) years of health care experience required and or a combination of education, experience, and/or training

QUALIFICATIONS:
- Personal commitment to the organization’s philosophy and core values
- Excellent customer service skills including tact and graciousness in dealing with the public
- Excellent verbal and written communication skills
- Must have a high level of professionalism with abilities to liaise between programs, services, and providers with a proven track record of customer service that renders positive results
- Excellent organizational, interpersonal, and problem solving skills required
- Strong writing and research skills, including internet research
- Good judgment, discretion, and ability to maintain confidences
- Ability to report to work as scheduled
- Valid Oregon Driver’s License, and reliable motorized source of transportation, and proof of automobile insurance
- Proficiency in the use of Microsoft Suite, Outlook, EZ-CAP
- Non-judgmental attitude
- Keyboarding at 45+ wpm
- Physical ability to use computer hardware and software
- Ability to manage, plan, and adjust work time to meet work responsibilities and objectives
- Ability to prioritize multiple tasks, set goals and meet deadlines
- Willingness to work a flexible schedule when circumstances necessitate

KNOWLEDGE:
- Knowledge of quality improvement/performance improvement tools for population analysis
- Knowledge of Coordinated Care Organization (CCO) regulatory and contractual obligations
- Knowledge of current practices in disease management; prevention and screening guidelines, and national comparison and benchmark programs, education/teaching methods and outcome evaluation
- Ability to perform root cause analysis and recommend solutions
- Knowledge and application of Lean Thinking tools
- Strong knowledge of and ability to identify, implement, monitor and analyze relevant metrics models, and implement effective interventions based on results
- Strong oral and written communication skills with the ability to communicate professionally, effectively and persuasively to diverse individuals inside and outside of SWOIPA
- Strong interpersonal skills with the ability to establish and maintain effective working relationships with individuals at all levels both inside and outside of SWOIPA
- Strong collaboration skills with demonstrated ability to create and foster a collaborative work environment, and maintain effective, high performance teams
- Strong facilitation, problem solving and conflict resolution skills
- Demonstrated ability to articulate and embrace organizational values, integrate into management practices, and foster their manifestation among staff
- Strong customer service skills
- Demonstrated ability to develop and manage realistic budgets
- Knowledge of analysis and presentation of data
- Working knowledge of medical terminology, ICD-9, CPT, HCPCS coding
- Knowledge of HIPAA, OSHA, and other rules, regulations and compliance
SKILLS AND ABILITIES:

- Exercise initiative, judgment, problem solving, motivation, and decision-making
- Ability to work with a variety of professional and technical staff
- Ability to read, interpret and apply complex written guidelines, instructions and other materials
- Ability to create relevant department objectives, and create, execute and monitor business plans
- Ability to handle confidential information with appropriate discretion
- Skill in fostering good member and employee relations including the ability to effectively manage conflict
- Effective organizational skills including the ability to multitask and manage multiple projects at the same time and adaptability to changing priorities to meet demands of business
- Ability to develop, implement, and interpret policies and procedures and effectively communicate sensitive information verbally and in writing to a diverse population
- Ability to multitask, prioritize, and be flexible
- Ability to exercise initiative, judgment, problem solving, and decision-making
- Ability to work in the absence of direct supervision
- Ability to communicate effectively, both orally and in writing
- Strong organizational skills required; sound judgment and ability to work independently and with minimal supervision
- Proficiency in the use of Microsoft Office applications: Word, Excel, Outlook, and PowerPoint
- Comfortable working independently, with expertise working in a team environment
- Ability to set priorities and avoid crises management
- Ability to communicate effectively in writing and verbally
- Development and maintenance of effective relationship with staff, health plan members, providers, and the public
- Physical ability to use computer hardware and software, scanner, fax, copier
- A certain degree of creativity and latitude is required

WORKING CONDITIONS:

- Normal SWOIPA office environment and extensive time working at member clinics/health systems
- Occasional evening or weekend work
- Employee to provide own automobile, with appropriate insurance, if required for business travel. Employee will be reimbursed for approved business mileage outside of Coos Bay/North Bend area
- **Physical Demands:** Lifting, bending, reaching, pushing, carrying, sitting, vision and hearing corrected in normal range. May require the ability to lift moderate amount of weight, generally not exceeding 25 pounds
- **Hazardous Conditions:** Potential exposure to physical violence and infectious disease
- **Work Condition:** 100% inside
- **Exposed to:** Cold/heat controls, close contact with staff, members, and visitors
- **Multiple Duties:** All duties can be expected to be performed concomitantly. Must be able to work under conditions of constant interruption and be able to stay on task

I have read this job description and fully understand the requirements and expectations set forth therein. I hereby accept the position of Clinical Quality Improvement Specialist and agree to perform the identified essential functions and expectations in a safe manner and in accordance with SWOIPA’s established policies and procedures.
Employee Name (Please Print)

Employee Signature  Date

Supervisor Signature  Date