

Louisiana Primary Care Association

Position Description

Position Title: Clinical Quality Program Manager
Fulltime Exempt

Supervisor: Director of Clinical Quality

Supervises: Clinical Quality Coordinator, Community Health Navigator

Position Summary: The Clinical Quality Program Manager is responsible for coordinating quality improvement efforts for LPCA including development, implementation, data collection and analysis; providing technical support and assistance; and engaging health center staff in continuous quality improvement to strengthen patient care.

Responsibilities:

Membership Management

- Provide direct and indirect support to implement activities pertaining to clinicians and clinical programs for LPCA and its membership
- Assist in the development and implementation of various related clinical initiatives
- Develop and maintain publication and resource library for inclusion on the website
- Assist in the identification, application and reporting for various grant and funding opportunities
- Participate in local, state, and national policy development

Clinical Network Support

- Assist in supporting organizations in their comprehensive orientation of new clinicians
- Assist in identifying needs for continuing education and training through collaboration with existing organizations
- Act as a central resource on issues related to clinical programs and practice
- Gather technical and program information at conferences, meetings, and workshops, and provide to assure the provision of essential information to clinicians

Quality Improvement Technical Assistance to Health Centers

- Assist and coordinate programs and activities to ensure that health centers provide high quality patient care and engage in appropriate monitoring, utilization review, and clinical outcomes reporting
- Assist with measuring and evaluating data to determine the ultimate impact of programs on both the clinic operations and patient outcomes
- Helps to educate new clinicians and other staff on QI program and related requirements
- Meet with internal and external audiences to identify and problem solve QI issues
- Knowledge and understanding of various quality improvement concepts (including NCQA, HEDIS, PCMH, ACO)

Clinical Quality Program Manager

- Knowledge of how to use computer applications including Microsoft Office and spreadsheets.
- Provide individualized and appropriate supervision, including training, developing, guiding, and disciplining, according to the LPCA organizational chart.

QUALIFICATIONS

An understanding of community-based primary health care systems and programs and the needs of medically underserved populations is required. Formal education, organizational, adult and community education, program development, and grant writing and administration assistance preferred.

Must have demonstrated writing and communication skills and the ability to work with individuals from varied professional backgrounds and diverse cultures. Must be self-motivated, self-directed, flexible, and able to thrive in a complex and rapidly changing environment.

- Bachelor's degree preferred or equivalent education and experience.
- Two to three years in healthcare quality data tracking and trending
- Two years' experience in program coordination in community setting, education, management, adult education, and program development; or two years in non-profit sector with grant-related activities and compliance
- Experience in a working with underserved and at-risk populations
- Computer literate with strong skills in Microsoft Access, Excel Word, and PowerPoint applications, and the use of electronic communication technology
- Ability to travel locally, within the region, and nationally
- Exceptional verbal and written communication skills
- Ability to manage continuous interaction with the public
- Ability to thrive in diverse, multi-cultural environment
- Dependable transportation, valid driver's license, and appropriate liability insurance required for frequent in-state travel

By signing and dating below, I agree that I have read this position description, and I have been made aware of the terms and conditions as they relate to my position. I understand, accept, and will comply with the job responsibilities delineated above.

Employee Signature

Date