

Louisiana Primary Care Association

Position Description

Position Title:	Director of Clinical Quality Fulltime Exempt
Supervisor:	Executive Director
Supervises:	Clinical Quality Coordinator, Patient Navigator, and AmeriCorps Worker
Position Summary:	The Director of Clinical Quality develops and directs activities pertaining to clinicians and clinical programs for the Louisiana Primary Care Association and Federally Qualified Health Centers (FQHCs).

Responsibilities:

1. Work with health centers on clinical practice, and clinical programs management
2. Develop clinical education content and opportunities
3. Collaborate with clinical partners and supporters
4. Provide direct support to community health center teams participating in various quality and clinical initiatives
5. Work with various offices and representatives within the Louisiana Department of Health in developing and implementing regional and statewide initiatives.
6. Maintain close contact with FQHCs and other safety net providers to assess the strengths and needs in the area of clinician support/retention
7. Support organizations in their comprehensive orientation of new clinicians
8. Explore and promote models of peer support and mentorship among clinicians
9. Identify needs for continuing education and training and arrange for the provision of programs and activities to address the identified needs, through collaboration with existing organizations
10. Provide support for clinician networking opportunities through sharing of information and facilitation of clinician meetings (e.g. Clinicians Branch)
11. Prepare articles and information for inclusion in newsletters and information updates
12. Keep abreast of rules, regulation, clarifications, and issue briefs published by Association on related organizations and disseminate information to members and clinicians
13. Act as a central resource on issues related to clinical programs and practice
14. Monitor the availability of new clinical initiatives, programs and funding.

15. Assist health centers to respond to recommendations that result from site visits and reviews.
16. Promote certification and accreditation in health centers and in preparation for any federal review process
17. Develop and implement programs and activities to assure that health centers provide high quality patient care and engage in appropriate monitoring, utilization review, and clinical outcomes reporting including those efforts through the Association's Health Center Controlled Network
18. Facilitate health center inclusion in quality improvement initiatives and programs, including but not limited to Patient Centered Medical Home activities and certifications.
19. Serve as the LPCA clinical liaison within any LDH health standards and performance improvement initiatives. Responsibilities include acting as liaison between the collaborative teams and cluster coordinator, providing assistance and monitoring progress of teams, identifying resources, attending and serving as faculty for cluster learning sessions.
20. Develop network linkages among social and health agencies on state, regional and national levels.

QUALIFICATIONS

An understanding of community-based primary health care systems and programs and the needs of medically underserved populations is required. Formal education policy, organizational and community development, quality improvement, adult and community education, program development, and grant writing and administration 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 of Science in Nursing preferred. Degree in Community Health, Public Health or Public Administration or equivalent education and experience. Nursing or other clinical license a plus.
- Master's degree in Business or health-related field or 5+ years of related or equivalent experience.
- Three years of direct team lead or management experience.
- Three-five years of organizational and analytical abilities necessary to supervise and organize the work of others; gather and evaluate quantitative and qualitative data; identify and monitor trends, variances, and performance outcomes; and initiate effective corrective actions or responses to ensure quality of services and program compliance.
- Three-five years in planning, developing, and implementing comprehensive programs and services to monitor and improve utilization and quality of services; develop and

implement policies and procedures; collaborate with variety of staff and managers in facilitating improvements and change; and provide effective leadership and supervision of assigned employees.

- Experience in program coordination in community health setting; or two years in non-profit sector with grant-related activities and compliance
- Advanced communication skills, both verbal and written, necessary to write clear and thorough policies, procedures, and report and/or present audit findings and analyses to all levels of organization, governing bodies, regulators; work collaboratively with variety of managers, senior leaders, executives, and associates in developing effective and comprehensive solutions to identified problems or deficiencies; and providing training and effective motivation and leadership to others.
- Experience in policy development, community development, and education, management, quality improvement, adult education, program development, and grant administration.
- Experience in a clinical setting and working with underserved and at-risk populations.
- Strong interpersonal leadership and communication skills (both oral and written) and listening ability
- Strong ability to be adaptable and flexible
- Ability to manage continuous interaction with the public
- Ability to thrive in diverse, multi-cultural environment
- 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

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