



## Now Hiring: Director of Quality Improvement

Resumes and additional documents can be sent to Lamont Windom at [lamont.windom@pinnaclefamily.org](mailto:lamont.windom@pinnaclefamily.org).

### Job description

Pinnacle Family Health (PFH) seeks a detail-oriented, professional, qualified person to fill our **Director of Quality Improvement** position. The person selected for this position will provide leadership and expertise to ensure the delivery of safe, high-quality patient care services.

### About PFH:

*PFH is an equal opportunity employer. We will recruit, hire, and promote employees without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, protected veteran status, age, or any other characteristic protected by law.*

### OUR MISSION

We strive to provide affirming and inclusive care that is affordable and comprehensive for children and adults in Northeast Louisiana.

### OUR VISION

To create a compassionate and empathetic space where underserved people can access various health and support services.

### OUR VALUES

- We know that every person is deserving of good health and well-being.
- We fight to reduce stigma.
- We honor and respect the autonomy and dignity of our patients.
- We take a collaborative, holistic, and progressive approach in providing preventive and quality care.

### Position Overview:

The Director of Quality Improvement:

- A. Collaborates with the Leadership Team on strategic planning, goal setting, department evaluations, and the implementation of strategic initiatives for the respective components of the organization.
- B. Works in partnership with PFH's administrative, medical, and support staff and provides leadership in developing a culture of safety and measuring the quality of care, identifying opportunities and strategies for performance improvement; serves



as the liaison to the National Committee of Quality Assurance (NCQA) and other pertinent regulatory agencies.

- C. Oversees and evaluates the organization's Patient Safety Programs.

*Quality Program Duties:*

- A. Initiates and oversees the development of a comprehensive quality improvement program, including analyzing and trending data related to initiatives. Must demonstrate integrity, sound judgment, leadership, and strong interpersonal skills. Must be able to approach staff regarding quality issues with tact and diplomacy.
- B. Provides strategic oversight of quality improvement workgroups with accountability for the distribution of organizational communication within Pinnacle Family Health: Excellent oral and written communication skills and strong organizational ability are required.
- C. Provides overall direction necessary to ensure that clinical services are provided by standards established through state and federal regulations and the National Committee of Quality Assurance, which are evidence-based. Must be familiar with Patient-Centered Medical Home (PCMH) accreditation.
- D. Interprets and coordinates compliance with the HRSA Compliance Manual for the Bureau of Primary Health Care's Health Center Program, the HRSA Ryan White HIV/AIDS Part C Early Intervention Services Program, Ryan White Part D Women, Infants, Children, and Youth (WICY) Program, Ryan White Part B Support Services and HOPWA Services administered by the STD/HIV/Hepatitis Program of the Office of Public Health of the Louisiana Department of Health, and other Federal, State and local regulations that apply to these practices—experience working with disadvantaged populations helpful and knowledge of health disparities highly desired. Assist with annual UDS and HRSA reports.
- E. Prepares reports and assesses compliance with accreditation standards and regulations related to clinical care in collaboration with entity leadership and staff. Identifies areas of vulnerability and directs the development of strategies to enhance compliance.
- F. In conjunction with clinical, medical, and support services staff, directs and coordinates quality improvement initiatives. Assists in developing, monitoring, and presenting internal quality measures and initiatives. Coordinates tracking and reporting of clinical and utilization outcomes, and follow-up of corrective action plans.
- G. Proactively educates leadership, clinicians, and staff regarding the basics of risk management/patient safety and their role in ensuring that patients are not harmed during care delivery.



- H. Collaborating with clinical staff and service managers, participates in the monitoring, reporting, and improvement activities related to clinical care, health care quality/safety initiatives, accreditation, and regulatory requirements.
- I. Participate in and coordinate various committees and projects to facilitate compliance with regulatory requirements.
- J. Regularly communicates quality activities to leadership and staff—outstanding data collection, analysis, and presentation skills.
- K. Develops and maintains a performance measurement work plan and reporting calendar to ensure timely data collection, aggregation, analysis, and reporting of established performance measures related to key operational and clinical processes and outcomes.
- L. Manages electronic storage of quality improvement reports to promote ongoing access for key stakeholders.

*Patient Safety and Incident Reporting Duties:*

- A. Oversees an organization-wide risk management program; develops and maintains a written corporate risk management plan and annual evaluation of the plan's effectiveness.
- B. Develops and maintains policies and procedures related to the corporate risk management program.
- C. Develops and oversees processes for internal incident reporting.
- D. Reviews incident reports and conducts follow-up investigations as warranted.
- E. Investigates and evaluates claims and potential claims.
- F. Oversees an organization-wide patient safety program; develops and maintains a written patient safety plan and annual evaluation of the plan's effectiveness; and develops and maintains policies and procedures related to the patient safety program.
- G. Collaborates with the Chief Medical Officer (CMO) in investigating clinical events, including sentinel events, sentinel event near misses, and significant adverse events; leads and/or participates in developing root cause analyses as directed by the CMO.

**Qualification Requirements:**

- Possesses the ability to think proactively and function independently.
- Possesses excellent interpersonal skills and the ability to work effectively with others in the workplace.



- Possesses strong computer skills with extensive experience in Microsoft Excel, PowerPoint, and Word software applications.
- Possesses a strong understanding of HIPAA regulations.
- Possesses practical verbal and written communication skills and the ability to present information clearly and professionally to varying levels of individuals across the organization.
- Possesses a detail-oriented nature and can manage complex projects and multiple tasks.
- Maintains a high level of professionalism and ensures confidentiality.
- Treat clients, staff, volunteers, and board members respectfully.
- Offers assistance to coworkers as needed.
- Demonstrates initiative by actively participating in the resolution of problems.
- Ask for help when you learn new information or job duties.
- Takes all necessary measures to use and maintain supplies and equipment properly.
- Respects the rights of coworkers to a productive workplace.
- Adheres to all practices specified in the Employee Handbook and organizational Operating Procedures.
- This position requires that you be incredibly detail-oriented and able to work with various personality types.

**Schedule:**

- Monday - Thursday 8 AM - 6 PM

**Education:**

- Associate's Degree required; Bachelor's Degree in Nursing, Healthcare Administration, or related discipline preferred.
- LPN or RN License for the State of Louisiana if degree is in Nursing.

**Experience:**

- QA/QC: 3 years (Preferred)
- Three (3) years minimum of progressive administrative leadership experience in quality and patient safety activities with demonstrated ability to design and implement performance improvement activities in a healthcare setting, including skillful application of continuous quality improvement and patient safety sciences.

**Work Location:** In person