

Southwest Louisiana Primary Health Care Center

Resumes may be forwarded to ptrotter@swlphc.com.



Job Title: Quality Coordinator

GENERAL DESCRIPTION OF DUTIES AND RESPONSIBILITIES:

The Quality Systems Coordinator (QIC) will monitor and implement a systematic and continuous process to determine measurable improvement in healthcare services through the use of an electronic based health care delivery system/program. The QIC will examine the current system's performance, efficiency, and outcome in capturing quality health care data and health indicators for the accurate reporting of data for system reporting. The QIC will work on systems and processes, operating procedure development, staff training, and the assessment of the workflow process (how it is done and what is done).

The Quality System Coordinator will meet the needs of the organization by creating a system for handling prior authorizations, setting up referrals to external sites, and closing the referral loop/deferred orders. Implement systems to improve our quality measures tracking.

SPECIFIC DUTIES AND RESPONSIBILITIES:

1. Contribute to the development, documentation and implementation of the quality system including standard operating procedure and processes for every position in the PCMH team structure.
2. Improve the quality of the healthcare flow model to conform to system specifications.
3. Participates in quality improvement processes to identify system break downs regarding workflows.
4. Assist with the training of staff personnel to standardize the electronic medical records workflow throughout the organization which targets quality, service, and efficiency.
5. Assist with research, implementation, & training of the center's EMR system to ensure the end users are aware of the processes and procedures.
6. Conduct internal audits of records, forms, charts and work instructions that consists of quality management system documentation.

7. Utilizing database systems, develop pathway steps to map critical procedures to comply with Patient Centered Medical Home and Joint Commission standards.
8. Maintain an electronic and paper-based training manual with all standard operating procedures and processes and note revision dates and changes.
9. Develop and maintain a system for outcome measurements.
10. Identify the requirements associated the EMR and translating those requirements into an information systems design.
11. Perform various administrative tasks necessary to maximize the efficiency of the Quality Management System, as directed by the Medical Director.

REPORTING RELATIONSHIPS:

The Quality Systems Coordinator (QIC) will be supervised by the Medical Director

EVALUATION:

The evaluation of work performance will be ongoing and will be carried out by the Medical Director. It will include the specific duties and responsibilities of this position description, plus employee attitude and general working behavior.

QUALIFICATIONS:

1. Graduate from an accredited University, IT program, or have extensive IT experience in quality improvement and health care.
2. The individual will have strong analytical skills, attention to detail, teamwork skills, written and verbal communication skills, interpersonal skills, flexibility, adaptability, and initiative.
3. Knowledge of computer hardware and software and ability to learn about new software.
4. Proficient in using analytical tools and instruments for instance Microsoft Office Program.