



Good Samaritan Health Center of Cobb
Job Description
Quality Improvement Coordinator

Effective Date: 7/3/2018
Review Date: 7/2/2020

Reports To: Quality Director

SUMMARY OF DUTIES:

The Quality Improvement Coordinator of Good Samaritan Health Center of Cobb (GSHC) will have responsibility for implementing and managing clinical improvement initiatives of GSHC, ensuring regulatory compliance, and promoting improved healthcare outcomes. The QI Director will complete these objectives by working closely with the Clinical Quality Improvement (CQI) Committee to establish a vision and direction for the Quality Improvement (QI) Program under the supervision and direction of the Quality Director. The position is full-time.

Principal Responsibilities:

1. Can fulfill the clinic's mission to spread the love of Christ through quality healthcare to those in need while performing their job functions.
2. Directs and oversees the implementation of CQI programs and CQI meetings with the guidance of the Quality Director and the CQI Committee.
3. Writes and updates policies and protocols related to quality
4. Acts as Peer Review Coordinator for both the Medical and Dental Departments
5. Sets CQI meeting agenda, takes thorough minutes at the CQI meetings, follows up on action items from the CQI meetings
6. Oversees quality control logs for the Medical and Dental Departments
7. Develops and updates the annual QI work plan, making sure that it is being implemented throughout the year
8. Assists in preparing annual clinical quality UDS reports
9. Oversees incident reporting, making sure that incidents are followed through until resolution is complete using root cause analysis
10. Prepares and compiles data from patient surveys on at least a biannual basis
11. Provides written updates to the board as necessary in regards to our quality program
12. Implements continuous quality improvement using the Plan-Do-Study-Act (PDSA) cycle
13. Create and monitor clinical performance measures for both the Medical and Dental Departments
14. Assist those patients identified by providers with complex chronic medical conditions that require additional self-management training and support to improve health outcomes

15. Develop and implement processes for patient hospital tracking and ER follow up
16. Supervises the referral process and works with the Referral Coordinator to determine gaps in coverage of referrals, maintain open communication with referral resources, and updates the providers as necessary
17. Create and monitor clinical performance measures for both the Medical and Dental Departments
18. Serves as an active member of the Risk Management Team and takes part in quarterly risk assessments and their follow up
19. Other duties as assigned by the Quality Director or CEO

Education:

- Graduate from accredited School of Nursing
- Current LPN or RN license for the state of Georgia.

Requirements:

- Minimum five years experience in the healthcare field
- Must be highly motivated, result-oriented with strong skills in presenting, communicating, organizing, multi-tasking and time management skills
- Proficient computer skills with experience using an electronic medical record (EMR). GSHC utilizes Practice Partner EMR currently.
- Ability to prioritize, multi-task, and work under deadlines
- Ability to assess and compile data effectively and accurately
- Ability to communicate clearly in person and on the phone and establish / maintain cooperative relationships with patients, families, physicians, and staff
- Ability to demonstrate compassion and caring in dealing with others in a way that supports the Center's mission to share the love of Christ through quality healthcare to those in need

ENVIROMENTAL / WORKING CONDITIONS: Office setting, well-ventilated and well lighted. OSHA Category 3 – Involves no regular exposure to blood, body fluids, or tissues, and tasks that involve exposure to blood, body fluids, or tissues are not a condition of employment.

PHYSICAL / MENTAL DEMANDS:

- Requires eye-hand coordination, finger dexterity. Vision must be corrected to 20 / 20 and hearing must be in normal range. Must be able to view computer screens for long periods. Occasional stress related to workload and customers with problems.
- Hearing / Speaking: Effective communication with patients, staff, and visitors. Spanish language skills a plus.
- Standing: 15% of the workday
- Sitting: 40% of the workday
- Walking: 35% of the workday
- Lifting: 10% of the workday up to 30 lbs.

This description is intended to provide only basic guidelines for meeting job requirements. Responsibilities, knowledge, skills, abilities and working conditions may change as needs evolve.