

### **POSITION SUMMARY:**

The Quality Manager reports to the Assistant Medical Director and is responsible for compliance, quality and policy development in accordance with HOMETOWN Health Center policies. The Quality Manager will reflect the mission, vision and value statements of HOMETOWN Health Center (HHC) in the health center and communities that we serve.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Develop, implement and oversee quality improvement to ensure delivery of the highest quality patient care, optimal patient flow, provider productivity and continuity of care.
- Develop a conceptual framework for quality measurement and improvement activities across clinic sites. Summarize findings in the annual Quality Improvement (QI) Plan.
- Work with CEO, COO, CFO, Medical Director, Assistant Medical Director as well as members of Management to develop and ensure the implementation of policies to minimize risk within the organization.
- Manage and oversee Clinical Coordinators, Population Health Specialist and Care Coordinators.
- Coordinate with the Data Analyst, OSIS and EMR Super User to develop audit systems, perform data analysis and prepare reports related to measuring objectives and tracking outcomes as required by grants, contracts or HHC need. Analyze and report data, as required, in conjunction with the QI Reporting calendar and for continued recognition through NCQA and ACO activities.
- Coordinate with the COO, Medical Director, Assistant Medical Director as well as members of Management to organize and lead chronic disease care improvement efforts.
- Participate in quality components of CCPM – Accountable Care Organization
- Lead controlled Substance Management and processing violations.
- Work with Medical Director, Assistant Medical Director and CEO to monitor and track organizational performance as it relates to meeting FQHC standards, to include FTCA and grant requirements.
- Work with the Medical Director and Assistant Medical Director to develop new or update existing clinical outcome measures, protocols, policies and procedures to ensure compliance with policies through a peer review process.
- Engages in the planning and implementation of the Corporate Compliance Program, including risk management reduction, which includes ensuring compliance with HHC policies and procedures as well as health, safety and regulatory requirements including HIPAA, OSHA, and CLIA.
- Investigate and act, in conjunction with COO, on matters related to compliance, including coordinate internal investigations and any resulting corrective action with all departments, contracted vendors, etc.
- Develop and review policies and programs that encourage managers and employees to report suspected fraud or other improprieties.

- Participate in long-range planning including the evaluation of patient satisfaction, current services and programs to increase, and market services to the community and to position HHC for change and growth.
- Adhere and support HRSA's health center program requirements

**NON-ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Performs other duties as assigned.

**COMPETENCIES:**

- Strong level of confidentiality due to the sensitivity of materials and information handled
- Computer literacy
- Excellent written and oral communications skills
- Good organizational skills to handle multiple priorities while remaining professional and calm
- Ability to work with many diverse people
- Effective telephone skills
- Written and verbal communication and problem-solving skills.
- Demonstrated effectiveness in the realization of performance objectives and previous experience in performance-based evaluations.
- Ability to work as a liaison with patients, government agencies, grantors, managed care and other health care organizations to coordinate quality measurement and performance activities. Ability to communicate with people from a variety of socioeconomic and cultural backgrounds.
- Ability to prioritize, organize and carry out work assignments independently and efficiently.
- Must be able to make suggestions on workflow or system efficiency and effectiveness.
- Ability to work independently and be self-directed and flexible
- Ability to build and motivate teams with demonstrated leadership and facilitation experience
- A commitment to the mission of HHC.

**GENERAL EXPECTATIONS:**

- Be committed to the mission of the Hometown Health Center.
- Behave in a professional manner and consistently demonstrate and promote the values of respect, honesty, and dignity for the patient, families, and all members of the healthcare team.
- Committed to the constant pursuit of excellence and teamwork in improving the care of the patient and families of Hometown Health Center and the Patient Centered Medical Home Neighborhood.
- Be punctual for scheduled work and use time appropriately.
- Perform duties in a conscientious, cooperative manner.
- Perform required amount of work in a timely fashion with a minimum of errors.
- Be neat and maintain a professional appearance.
- Maintain confidentiality and protect the Practice by abiding by laws and principles related to confidentiality; keep information concerning Practice Operations, patients and employees confidential.
- This position requires compliance with Health Center's compliance standards,

including its Standards of Conduct, Compliance Program, and policies and procedures. Such compliance will be an element considered as part of the Outreach and Enrollment Assistant's regular performance evaluation.

**PHYSICAL REQUIREMENTS:**

The physical requirements described here are representative of those that must be met by the Incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee is regularly required to sit for prolonged periods of time, and talk and hear. The employee is occasionally required to stand, walk and use hands to operate a standard computer keyboard. The employee may occasionally lift and/or move up to 10 pounds. Vision requirements include close vision, distance vision, depth perception, and the ability to adjust focus.

**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those the incumbent encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed in a busy medical office environment with many interruptions. Very active, fast paced position with short deadlines.

**QUALIFICATIONS NEEDED FOR POSITION:**

- Experience and Skill Requirements: The following experience and skills are considered essential:
- Understanding of clinical quality guidelines, compliance and policy development.
- Ability to work collaboratively.
- Ability to communicate effectively with Senior Management Team, Providers and all staff.

**EDUCATION REQUIREMENTS:**

The following education requirements are considered essential:

- Nursing/health related degree and current licensure, as applicable, in nursing, public health or equivalent.
- A minimum of three year's related work experience in quality management, utilization or risk management areas or equivalent combination of education and experience.

**LICENSURE REQUIREMENTS:**

Current state of Maine Licensure as a RN or equivalent experience as risk/quality manager.

Hometown Health Center is an equal opportunity employer and provider.