



**Job Title:** QUALITY MANAGER

**Department(s):** Quality Improvement

**Position Summary:** Develops, implements and manages clinical quality, evaluation, reporting and corporate compliance activities and requirements for the organization in accordance with NHS' mission and strategic goals, federal and state laws and regulations, performance and outcome objectives, and accreditation standards

**Supervision Received:** Medical Director

**Supervision Exercised:** Quality Improvement Interns/Volunteers

**Hours/Week** 40  Full-Time  Part-Time  Exempt  Non-Exempt  
**FLSA Definition:**

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**ESSENTIAL FUNCTIONS:**

**1. Management of Internal Quality Improvement Functions**

- a. Integrates the principles and values of continuous quality improvement (CQI) throughout NHS. Develops a conceptual framework for quality measurement and improvement activities across clinic sites.
- b. Works with the Medical Director to develop new or update existing clinical outcome measures, protocols, policies and procedures, and workflows in consultation with relevant staff
- c. Educates staff on quality and systems improvement concepts and tools
- d. Ensures implementation of workflows in Centricity EMR and Practice Management System that instruct staff to provide complete documentation and coding to produce accurate quality reporting. Provides training and technical support as necessary.
- e. Ensures the gathering and analysis of CQI data including audits of staff compliance with workflows; converts data into statistics for analysis. Provides feedback in person and via reports to departments on trends and needed Action Plans.
- f. Works with Medical Director, Provider staff and other clinical quality Champions to pilot changes in workflows and to implement action plans designed to support improvement efforts. Serves as project manager for pilots, improvement projects and action plans.
- g. Manages NHS Clinical Operations and Quality Improvement Team including preparing agenda and minutes for weekly meetings, acting as a facilitator for meetings. Manages meeting schedule as well as tracks activities and priorities.

## **2. Completion of Data Submissions and Routine Monitoring of Clinical Outcomes Performance**

- a. Prepares data submissions for the following third parties by reviewing specific clinical indicators and information located in the patient registration and medical record:
  - i. Minnesota Community Measurement (MNCM) applicable measures for primary care clinics
  - ii. HRSA Universal Data Set (UDS) and other PHS 330 grant measures
  - iii. Other reporting of clinical improvement outcomes as directed for miscellaneous grant reports and collaborations such as the Minnesota Association of Community Health Centers
- b. Prepares formal clinical quality dashboards populated by MNCM and UDS results, including year- over-year improvement, peer group comparison and assessment of performance against goals. Presents data to staff, Continuous Quality Improvement (CQI) Committee and Board in conjunction with Medical Director
- c. Monitors priority measures monthly and reports findings to Clinical Operations and Quality Improvement Team; updates clinic bulletin boards with monthly data and relevant memos regarding workflow changes, pilots, etc. relating to QI
- d. Coordinates Health Plan HEDIS and other third parties' quality audits, and any Pay for Performance Program reporting as directed
- e. Tracks outcomes as required by grants, contracts, or agency need, as assigned
- f. Completes required monthly UDS submissions to FUHN and MNACHC

## **3. Regulatory and Clinical Risk Management Support**

- a. Provides regulatory guidance and interpretation of clinical-based HRSA requirements; assists with maintaining or correcting processes to ensure compliance with HRSA requirements
  - i. Coordinates the completion of the annual HRSA FTCA Malpractice coverage submission
  - ii. Works with Senior Leadership to ensure the implementation of policies to minimize clinical risk within the organization (Risk Management). Conducts quarterly medical malpractice risk assessments.
  - iii. Supports HRSA practitioner credentialing and privileging requirements through the following duties:
    1. Coordinates with HR and Patient Accounting to ensure credentialing applications and files are complete
    2. Coordinates annual peer chart review process and completes record keeping process
    3. Prepares individual provider quality dashboards at least annually
    4. Summarizes and presents initial and subsequent credentialing and privileging applications to organization's approval authority

#### **4. Collaborative Functions**

- a. Collaborates with Electronic Medical Record (EMR) consultant/project manager and Centricity User Group (WINN) to ensure data systems and programs are satisfactory to support CQI activities, including maintaining the Meridios' quality measure reports and patient registry and list capabilities
- b. Works with Medical Director to plan and facilitate Board CQI committee meetings
- c. Collaborates with local federally-qualified health centers (FQHCs) as needed on issues that further quality improvement efforts and/or that are mandated by grants or contracts or organizational partnerships, e.g., MNACHC; FQHC Urban Health Network (FUHN) Group Quality Improvement Committee

#### **5. Other Duties**

- a. Prepares diagnosis-based reports and/or audits, and registries required to support strategic initiatives, as requested
- b. Secures and supervises interns and volunteers for quality improvement projects, audits and data submissions. Volunteers and interns include but are not limited to Public Health students, DNP (Doctorate of Nurse Practitioner) students, Pre-Medical and Medical students.
- c. Completes CMS Meaningful Use Provider Registration and Attestation Processes and supports Organizational efforts to meet Meaningful Use standards

#### **CORE REQUIREMENTS:**

- Participates in Strategic Plan Tactic Implementation as directed (Managers)
- Participates in strategic and operational planning to ensure quality care, optimal patient flow, provider productivity, and continuity of care (Managers)
- Represents NHS at outside meetings, as requested (Managers)
- Works collaboratively and respectfully with staff and others—individually and as part of a team—to achieve optimal efficiency, outcomes and morale
- Interacts in a culturally competent manner with individuals and groups from diverse backgrounds, including but not limited to: socio-economics, race and ethnicity, nationality and religion, both in-clinic and in the community
- Maintains excellent and punctual attendance
- Attends and actively participates in staff and departmental meetings
- Attends agency functions and meetings as relevant or required
- Works at any or all NHS clinics, as needed
- Uses computer daily including e-mail, word documents, spreadsheets, patient management system, electronic health record, and patient portal, as needed to carry out essential job functions
- Maintains any required licensure/certification
- Demonstrates commitment to agency mission and goals

- Abides by corporate compliance program, HIPAA regulations and other agency policies and procedures
- Participates daily in pre-visit planning and huddles (RN, Provider, Medical Assistant, Front Desk)
- Utilizes Patient Portal to access patient information and communicate with patients, as relevant
- Plans, organizes, and multitasks
- Speaks, understands, reads and writes English sufficiently to carry out all essential duties
- Performs other duties as assigned

**QUALIFICATIONS:**

**Required**

- Minimum Bachelor's degree in public health or clinical healthcare area including quality improvement education or equivalent. At least three years' quality related work experience or equivalent combination of education and experience.
- Knowledge of Quality improvement, utilization and risk management areas
- Able to build and motivate teams with demonstrated leadership and facilitation experience
- Excellent 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
- Experience conducting effective training and presentations
- Able to prioritize, organize and carry out work assignments independently and efficiently
- Proficient in use of computer programs including Word, Excel and PowerPoint.

**Preferred**

- Prior work in a healthcare setting, including primary care and/or managed care experience. FQHC experience a plus.
- Familiar with documentation and reporting in an Electronic Medical Record
- MNCOMs, UDS reporting experience

**Attachments**

- Physical and Mental Requirements
- Work Environment

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**WORKING ENVIRONMENT**

**The OSHA category for this position is:**

<input type="checkbox"/>	Category I – High risk for exposure to blood or body fluids.
<input type="checkbox"/>	Category II – Moderate risk for exposure to blood or body fluids.
<input checked="" type="checkbox"/>	Category III – Low risk for exposure to blood or body fluids.

**On the job, the employee may encounter:**

<input type="checkbox"/>	Chemical/Biological Agent		<b>Noise level:</b>
<input type="checkbox"/>	Contact with water/liquids	<input type="checkbox"/>	low
<input type="checkbox"/>	Confined spaces	<input checked="" type="checkbox"/>	moderate
<input checked="" type="checkbox"/>	Temperature variations (outdoors)	<input type="checkbox"/>	loud/noisy
<input type="checkbox"/>		<input type="checkbox"/>	

**SPECIAL CONDITIONS OF EMPLOYMENT**

**Explanation:**

<input checked="" type="checkbox"/>	Occasional weekday evenings required	CQI and Board meetings
<input type="checkbox"/>	Occasional weekend days required	
<input type="checkbox"/>	Occasional overtime required	
<input type="checkbox"/>	Professional license/certification required	
<input type="checkbox"/>	Current CPR certification required	
<b>Minimum level of education:</b>		
<input type="checkbox"/>	High school diploma/GED	
<input type="checkbox"/>	Associates Degree	
<input checked="" type="checkbox"/>	Bachelors Degree	
<input type="checkbox"/>	Masters Degree	
<input type="checkbox"/>	Medical Degree	
<input type="checkbox"/>	Other:	
<b>Travel:</b>		
<input checked="" type="checkbox"/>	Occasional travel between clinics	
<input type="checkbox"/>	Frequent travel between clinics	
<input checked="" type="checkbox"/>	Occasional or frequent other local travel	other FQHCs, grant-required meetings, etc.
<input checked="" type="checkbox"/>	Own vehicle, drivers license and insurance required	
<input type="checkbox"/>	Occasional work outdoors	
<input type="checkbox"/>	Frequent work outdoors	

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**PHYSICAL AND MENTAL REQUIREMENTS:**

Requirement:	Rarely <15% of day	Occasional 15-39% of day	Frequent 40-74% of day	Continuous >75% of day	Requirement:	Rarely <15% of day	Occasional 15-39% of day	Frequent 40-74% of day	Continuous >75% of day
Bend	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Vision: Close/Reading	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Squat/Crouch	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Vision: Distance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crawl	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Vision: Depth Perception	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb (stairs, ramps)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Vision: Color	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Kneel	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	View computer screen	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Balance	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Hear: Using phone	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Hear: In person	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Stand	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Speak (English): Using phone	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Walk	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Speak (English): In person	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lift/carry: up to 10 lbs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Speak other language:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift/carry: 10-25 lbs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Read/comprehend (English)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Lift/carry: 25-50 lbs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Read/comprehend other:	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Push/Pull	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Write/type	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reach: Overhead	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Perform calculations	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Reach: Forward	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Communicate verbally	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Handle objects	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Reason and analyze	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Use fine finger dexterity (type, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**I have reviewed and understand the physical and mental requirements of this position.  
I further verify that I am able to perform all essential job functions of this position.**

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date