



Wellness is Traditional

JOB ANNOUNCEMENT

Position Title: Quality Measures Specialist
Department: Medical
Supervised By: Quality Management Coordinator
Location: Alpine
Status: Non-exempt
Posted: September, 2016
Closing Date: Until filled
Salary: \$17-\$26/hr DOE
Grant: Grant Funded
Hours: Full time, Monday-Friday, 8:00AM-4:30PM time may vary to meet the needs of the Clinic, including evenings and weekends

GENERAL STATEMENT OF RESPONSIBILITIES:

This position serves as a specialist/integrator in ongoing quality measures to ensure continuous quality improvement. This position supports multi-service clinical software applications used for the clinic's Electronic Health Record (EHR). The position supports healthcare metric reporting geared towards developing organizational quality improvement methods. The duties involve serving as the specialist for deploying new portions of the EHR in specified clinical applications. This position will regularly consult with the Systems Administrator, Quality Management Coordinator, Nursing Supervisor and the various departments in reviewing workflow processes in daily operations to improve patient care and experience. The overall goal of this position is to collect data to enhance the quality of care for patients while simultaneously enhancing performance measures.

SPECIFIC DUTIES AND RESPONSIBILITIES:

1. Responsible for the support of multi-service software packages that automate the capture of clinical encounter information.
2. Analyzes and evaluates processes related to information flow.
3. Provides recommendations and configures clinical applications.
4. Evaluates user security keys, menus, and login information.

5. Coordinates consultations with Department Director for template enhancements.
6. Actively leads Meaningful Use and EHR team meetings.
7. Acquires a comprehensive knowledge of the software involved to determine procedural issues versus system/application deficiencies.
8. Assists staff in the efficient use of the current software and provides support to others at the direction of management.
9. Provides training to clinical staff on current software applications and new features, and ensures training is scheduled for new users.
10. Emphasizes timeliness, accuracy, security and the importance of these functions on every other clinical application.
11. Promotes an awareness of the importance of data validity and data security.
12. Coordinates efforts to correct deficiencies and errors that occur in the electronic record.
13. Works with the Managed Information Systems (MIS) team in local testing of software, identifying software problems and requesting enhancements.
14. Establishes effective interpersonal relationships with all levels of SIHC support personnel.
15. Promotes an atmosphere that encourages enthusiasm and user participation in clinical computing.
16. Creates a positive environment for reporting application and/or system deficiencies and suggestions for system improvements and enhanced functionality.
17. Builds relationships with contacts at other agencies, clinics, and organizations to allow for health promotion and quality measure support.
18. Coordinates and collaborates performance improvement activities throughout SIHC at least annually.
19. Provides requested data reports to approved organizations, such as those conducted by the Health Center Partners and Indian Health Services.
20. Perform as needed duties in accordance with certification/ license (for example MA to perform MA duties; LVN to perform LVN duties)
21. Other duties as assigned.

QUALIFICATIONS:

Education/Experience: Education, training and/or experience which clearly demonstrates possession of the knowledge and skills stated above. Requires a professional license and/or certification in Medical Assistance, or Nursing field. Experience in performance improvement, healthcare analytics, and quality metric reporting in a public or private healthcare facility required. Electronic Health Record database experience required.

Licenses/Certifications: A valid California driver's license required with application submission and must be maintained throughout employment. Applicant must be insurable under SIHC vehicle insurance policy at the time of hire and throughout employment.

Certifications and/or licenses appropriate to the positions required education and profession must also be valid and maintained.

Character: Applicants must have a reputation for honesty and trustworthiness. Must be responsible and able to exercise good judgment, accept administrative supervision, pay attention to detail, follow instructions, including the ability to interact effectively and communicate with people in a professional and courteous manner. Must be highly confidential and work as a team with other staff. Applicant should be sensitive to client's needs.

Other: Applicants must successfully pass a pre-screening, including a tuberculin skin test or x-ray and a blood/urine drug screening test. Health must be adequate to perform all duties of the position. Applicant must complete SIHC Application and Authorization Form, both must be submitted to Human Resources prior to the close date indicated.

INDIAN PREFERENCE:

INDIAN PREFERENCE: In the filling of any SIHC job vacancy, preference may be given to qualified Native American Indians, pursuant to the Indian Preference Hiring Act, 25 USC 472, unless other laws require the filling of a vacancy without regard to Indian preference (e.g. Public Law (P.L.) 94-437, "Indian Health Care Improvement Act (IHCIA). To receive Indian preference for any SIHC position, the applicant must be enrolled, or be eligible for enrollment, as an American Indian with their Tribe, or must be certified as an American Indian from the designated Tribal Representative. Applicants claiming Indian preference must attach verification of their claim to the SIHC application, including Certification of form BIA-4432, which is available from the SIHC Human Resources Department. If verification is not or cannot be verified, the applicant will not receive Indian preference for purposes of the interview.