

Job Classification: Exempt, Full-Time

Reporting Relationship: Director, Health Center Controlled Network

Schedule: Monday through Friday, 8:00 A.M. to 5:00 P.M.

Who We Are:

Community Care Network of Kansas (Community Care) strives to make sure all Kansans have access to high-quality, community-based, whole-person health care close to home.

We are a statewide association made up of a network of community care clinics. Our members serve as the community resource at the local level, dedicated to ensuring the best medical, dental and behavioral care is available to all.

Together, we are leaders in health care training, technical assistance, and public policy discussions at the local, state and federal levels. We collaborate with other health care providers, foundations and individuals who partnered to educate and advocate for equitable access to high-quality care for all. We believe healthy Kansans build strong and vibrant communities, which strengthens the overall quality of life in our great state.

Primary Accountabilities (Responsibilities): The Quality Improvement Specialist is a member of the multidisciplinary Community Care team that serves as a subject matter expert on quality and process improvement and on health systems reporting. As a member of the Strategy and Program Team, this position will work directly with healthcare clinics in Kansas to enhance healthcare delivery and business operations, leading to improved outcomes.

Primary Duties:

- Plans, conducts and documents meetings to track and monitor activities and progress for the HCCN work plan and PHC individual work plans.
- Coaches and conducts performance assessments with CHCs related to HCCN Quality Improvement (QI) projects and initiatives.
- Assists members with PCMH recognition and retention.
- Monitors and conducts needs assessment including internal and external factors.
- Conducts process mapping and workflow analysis of clinical and operational processes to improve the value, efficiency and effectiveness of member services.
- Utilizes technical skills to assist with the evaluation, selection, implementation and optimization of Health IT systems.
- Plans and facilitates QI training and technical assistance.
- Stays current with quality improvement research, serves as a quality improvement resource, and supports quality and transformation efforts.
- Participates in user/peer group meetings regarding quality improvement and HIT activities.
- Assists with, leads and/or facilitates multidisciplinary meetings inclusive of clinical, programming, analytic, information services and provider staff as well as vendor staff.
- Ensures member staff are trained in data integrity and quality.



Quality Improvement Specialist Job Description

- Serves as a subject matter expert on population health tools (e.g., Azara DRVS) to assist in analysis of data and facilitate training for quality improvement efforts.
- Supports member data integration efforts.
- Helps design and reviews survey instruments, analyzes data from survey results and creates reports.
- Works closely with colleagues at Community Care, health center leadership and state/national partners.
- Provides input and feedback during Community Care team meetings to support the fulfillment of grant activities through reports and presentations.

Qualifications

- Bachelor's degree in Healthcare, Public Health, Health Education or a related field
- Registered Nurse or Licensed Practical Nurse, preferred.
- Three to five (3-5) years of work experience in quality improvement, preferred.
- One (1) year of work experience in a public health department or healthcare setting, preferred.
- Unrestricted Driver's License required.
- Ability to plan, organize and prioritize time and workload to accomplish tasks and meet deadlines; create and implement training and presentations; development of distance training methods, including conference calls and webinar tools.
- Proficiency with Windows operating systems and Microsoft Office suite; ability to learn additional software applications.
- Strong interpersonal, organizational, written and verbal communication skills required.
- Creative thinking and problem-solving skills; willingness to seek input regularly for process improvement.
- Passion and commitment to improving health and social justice.
- Ability to work effectively with multiple individuals and manage several projects at once with minimal supervision.
- Demonstrated poise, tact and diplomacy with the ability to handle sensitive and confidential information and situations.

Physical Demands:

- Ability to maintain stationary position with regular need to relocate to attend meetings internally and externally.
- Ability to read computer screens and operate computer peripherals for an extended period of time, or the ability to discern electronic information through reasonably available accommodations.
- Regularly communicate with staff, members and stakeholders in writing, video conferencing and in-person meetings.
- Regular in-state and out-of-state overnight travel required.

Work Environment:

- Professional, fast paced and deadline-oriented environment in an office setting with regulated temperatures and moderate noise level.
- Presentations and work training events in public establishments, healthcare organizations, and throughout the community.

Additional Duties:

Additional duties and responsibilities may be added to this position description at any time. The position description does not state or imply that these are the only activities to be performed by the employee(s) holding this position. Employees are required to follow Community Care policies and procedures and maintain a professional personal appearance and workspace. Employees are required to follow any other position-related instructions and to perform any other job-related responsibilities as requested by the employee's supervisor.