



Job Summary

Job Title:	Quality Manager
Reports To:	Director of Clinical Operations
Department:	Clinical Operations
FLSA Status:	Exempt
Travel:	40% (to various clinics)
Supervisory Duties:	Quality Department Staff / Associates
Work Schedule:	Full-Time Hours (5/8 hour days or 4/10 hour days)

Under the direction of the Director of Clinical Operations, The Quality Manager is responsible for the overall coordination and implementation of the clinical continuous quality improvement (CQI) and performance improvement (PI) initiatives at Bay Clinic Inc. The responsibilities of the Quality Manager include the following areas: Implementation of CQI program, Disease Management and other Quality Assurance (QA) projects. Promote and support the Patient Centered Medical Home primary care model (PCMH).

Reasonable Accommodation Statement

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. Bay Clinic is an equal opportunity employer.

Essential Functions

- Manages the clinical CQI/PI program to ensure the highest quality of care.
- Assists with ongoing risk management and compliance activities. In particular, is involved with management of patient complaints/grievances and incident report management.
- Assists with the development of the BCI CQI/PI Plan and related Annual CQI/PI Measures Workplan that incorporates Dashboard Measures and 330 Grant Objectives.
- Assists with the development and implementation of CQI/PI- related policies and procedures.
- Ensures implementation of CQI/PI operating procedures.
- Ensures CQI/PI assessments are conducted. This includes monitoring adherence to clinical practice guidelines through chart audits. (e.g. periodic UDS clinical performance measure reporting). This data collection/chart audits will be done as needed and quarterly or yearly and will address lifecycle issues (e.g. pediatrics, adult, geriatric, etc.) and chronic disease management (e.g. diabetes, asthma, etc.). Individual provider's performance data and collective data will be utilized.
- Monitors CQI/PI outcomes
- Updates CQI/PI operating procedures, as needed.

- Compiles and summarizes findings to support decision-making by for t the CQI/PI committee, the Leadership Team, and the BOD.
- Assists clinical leaders in data acquisition to enable them to monitor their programs for “key measures’ to improve quality.
- Coordinates periodic patient satisfaction surveys (and considers other methods to collect patient feedback) and works with the CQI/PI committee to devise solutions to improve customer service.
- Leads CQI/PI Committee meetings and actively participates in the development of recommended improvement strategies.
- Assists the Leadership Team in presentation of CQI/PI reports and initiatives at the provider meetings, QIC committee and BCI Board as needed.
- Assists with development and implementation of a peer review chart audit program.
- Facilitates Patient Centered Medical Home (PCMH) renewal.
- Maintains relations with insurance payers and utilizes quality information from them to assess performance, related standards, and to inform QI project decision-making.
- Supervises CQI/PI staff/associates
- Reports to work as scheduled and keeps supervisor informed to any changes in schedule.
- Performs other duties as assigned.

Qualifications

- Communication, Oral English - Ability to communicate effectively in English.
- Communication, Written English - Ability to communicate in writing clearly and concisely in English.
- Accuracy - Ability to perform work accurately and thoroughly.
- Analytical Skills - Ability to use thinking and reasoning to solve a problem.
- Change Management - Ability to encourage others to seek opportunities for different and innovative approaches to addressing problems and opportunities.
- Consensus Building - Ability to bring about group solidarity to achieve a goal.
- Initiative - Ability to make decisions or take actions to solve a problem or reach a goal.
- Innovative - Ability to look beyond the standard solutions.
- Organized - Possessing the trait of being organized or following a systematic method of performing a task.
- Problem Solving - Ability to find a solution for or to deal proactively with work-related problems.
- Project Management - Ability to organize and direct a project to completion.
- Responsible - Ability to be held accountable or answerable for one’s conduct.
- Tactful - Ability to show consideration for and maintain good relations with others.
- Training - Ability to develop a particular skill in others to bring them up to a predetermined standard of work performance.

Skills & Abilities

Education:	Associate's Degree (two-year college or technical school): Required Bachelor's Degree preferred or an equivalent combination of education and/or experience
Experience:	At least 5 years working in a healthcare setting, with prior quality management experience
Computer Skills:	Excellent Electronic Practice Management (EPM) and Electronic Health Records (EHR) skills

Working Conditions

Health clinic environment with possible exposure to airborne and bloodborne pathogens.

Physical Requirements

Stand or sit for extended periods of time, do repetitive tasks with few breaks.

Physical Demands

- N (Not Applicable)** Activity is not applicable to this position.
- O (Occasionally)** Position requires this activity up to 33% of the time (0 - 2.5+ hrs/day)
- F (Frequently)** Position requires this activity from 33% - 66% of the time (2.5 - 5.5+ hrs/day)
- C (Constantly)** Position requires this activity more than 66% of the time (5.5+ hrs/day)

Physical Demands		Lift/Carry	
Stand	O	10 lbs or less	F
Walk	O	11-20 lbs	O
Sit	O	21-50 lbs	O
Manually Manipulate	O	51-100 lbs	N
Reach Outward	O	Over 100 lbs	N
Reach Above Shoulder	O		
Climb	N	Push/Pull	
Crawl	N	12 lbs or less	O
Squat or Kneel	N	13-25 lbs	O
Bend	N	26-40 lbs	N
		41-100 lbs	N

****The company has reviewed this job description to ensure that essential functions and basic duties have been included. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate.*

Prepared By:	Human Resources
Date:	
Supervisor Approval:	
Date:	
Employee Signature:	
Date:	