

MACIPA

POSITION: Quality Improvement Specialist

REPORTS TO: Director, Quality Improvement

NON-EXEMPT POSITION

POSITION SUMMARY:

The Quality Improvement Specialist will be responsible for partnering with providers and clinic operations staff to support MACIPA's Quality Improvement (QI) initiatives including HEDIS Quality Metrics and Service Excellence. The QI Specialist will review data, identify trends, and develop improvement plans. The QI Specialist will work with practice staff to change workflows and processes and help build capacity for improvement activities and help the practice reach incremental and transformative improvement goals.

PRIMARY RESPONSIBILITIES:

Quality Improvement

1. Provide direct QI coaching to facilitate practice redesign and/or other QI improvements with designated practices and practice teams to reach QI goals.
2. Provide outreach and serves as liaison to physician practices for assigned quality initiatives including practice transformation and service excellence; build and maintain excellent relationships.
3. Analyze data and look at trends regarding practice performance to develop improvement plans and identify opportunities for shared learning events.
4. Identify and share best practices throughout the practices within MACIPA.
5. Support the development and dissemination of relevant QI project materials, communications, service excellence, etc. as needed.
6. Stay abreast of new developments and industry trends related to best practices quality metrics, service excellence and practice transformation.
7. Must understand pay for performance, quality improvement, hospital, health plan and physician office operations, service excellence/patient experience, care coordination and HEDIS quality metrics.
8. Work with quality team to prepare customized work plan for each practice based on gaps identified during assessment.
9. Identify challenges and barriers that may prevent practices from achieving goal in desired timeframe and develop improvement plan with supervisor.
10. Attend leadership meetings, as necessary and appropriate, to develop partnerships with the medical group and administrative leaders.
1. Assist project team members with daily responsibilities.

2. Maintain strong working relationships with other departments.
3. Other duties as assigned.

PRIVACY & SECURITY RESPONSIBILITIES:

- Workforce Vigilance: Each MACIPA employee has a responsibility to watch for unauthorized use or disclosure of Protected Health Information (PHI) or Personal Information (PI), to act and prevent the action and to report suspected breaches of privacy and security policies to their supervisor and MACIPA's designated Privacy and Security Officers. MACIPA Workforce are required to attend MACIPA's Privacy and Security Training, sign a Confidentiality and Non-Disclosure Agreement and complete HIPAA webinar training on an annual basis.
- System Access Profiles & Controls: MACIPA assigns system access profiles to job titles based on how much information is needed to accomplish work responsibilities in accordance with our Privacy and Security Policies and Procedures.

The above statements describe the general nature and level of works being performed by individuals assigned to this classification. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so classified.

SKILLS/KNOWLEDGE AND ABILITIES:

1. Bachelor's degree required in healthcare or related field.
2. Masters' Degree preferred (MPH, MBA, MPA).
3. Minimum of 3 years of experience in one or more of the following areas; quality improvement, disease management, PCMH recognition, and project management.
4. Knowledge of quality improvement concepts, and ability to learn models and methods (e.g. rapid cycle improvement, quality measurement and reporting, clinical microsystems improvement), and clinical practice transformation models and methods (e.g. Chronic Care / Planned Care Models).
5. Knowledge and experience with electronic medical records (EMR) systems; Epic preferred but not required.
6. Experience with MS tools, including MS Office products, MS Access data modeling tools.
7. Strong written and oral skills with an ability to interpret and communicate analytical information to both individuals and groups in a clear, concise manner.
8. Ability to work and communicate with physicians, office staff, health plan.
9. Must be a quick learner with an ability to work independently, as well as with a team, on complex projects, which require strong reliance on technical and analytical skills.
10. Keen attention to detail and high level of organization and accuracy is required.
11. Ability to interact with and respond to varied levels of management, prioritize multiple tasks and meet deadlines.
12. Ability to thrive in an evolving, fast-paced environment, take initiative and flexibility.
13. Massachusetts driver's license and own vehicle.

ESSENTIAL ABILITIES:

1. Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to communicate well with the supervisor, community, employees and general public.
2. Sufficient vision, with or without reasonable accommodation, which permits the employee to produce and review a wide variety of materials, written correspondence, reports and related materials in electronic and hard copy form.
3. Ability to lift, move or carry objects up to 10 pounds regularly.
4. Ability to ascend or descend stairs or ramps using feet and legs, hands and arms.
5. Ability to maintain body equilibrium to prevent falling when walking, standing or crouching.
6. Ability to travel to and from various locations.
7. Ability to learn and carry out the primary responsibilities of the assigned position.
8. Ability to effectively communicate in writing and orally on job progress and other assignments and responsibilities.
9. Ability to conceive and articulate plans creates and manages detailed projects, organize and prioritize work.
10. Ability to analyze data and exercise sound judgment in making decisions and managing confidential or sensitive information.

MACIPA is an Equal Opportunity Employer (EOE) and all qualified applicants will receive consideration for employment without regard to race, color, religion, sex, national origin, disability status, protected veteran status, gender identity, sexual orientation or any other characteristic protected by law.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential functions (primary responsibilities) of this job. This job description is not intended as, nor should be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

This job description is not intended to limit or in any way modify the right of management to assign, direct, and control the work of employees. The listing of duties and responsibilities shall not be held to exclude other duties not mentioned that are of similar kind or level of authority.

MACIPA reserves the right to revise this job description at any time.