



QUALITY IMPROVEMENT (QI) COORDINATOR

Do you like to analyze, measure and improve outcomes? Are you looking for an exciting and rewarding opportunity to be a part of an interdisciplinary team that makes a difference in the lives of individuals with intellectual and developmental disabilities, and their families?

Achievable is the place for you!

ORGANIZATIONAL OVERVIEW: The Achievable Foundation is a nonprofit Federal Qualified Community Health Center serving the needs of the low-income, uninsured, or underinsured community in Los Angeles. The main focus of our mission is to address the unique health care needs of individuals with intellectual and developmental disabilities. Follow the link to see a brief video on the impact we have in the community: <https://www.youtube.com/watch?v=zTPVN1p3Lg8>

POSITION OVERVIEW: The Quality Improvement Coordinator, under the direct supervision of the Chief Medical Office (CMO) coordinates the QI program: creates and generate reports, analyzes data to evaluate Achievable's performance in clinical quality, patient satisfaction and operational effectiveness.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Coordinates the QI program:
 - Works with the CMO and QI committee to ensure regular meetings, on-schedule reporting, documentation of QI activities, and follow up on QI activities.
 - Keeps minutes of all QI committee meetings
 - Keeps log of patient complaints and opportunity reports and ensures appropriate tracking and follow up
- Creates and generates reports, analyzes data to evaluates Achievable's performance in clinical quality, patient satisfaction and operational effectiveness
 - Uses i2i Tracks and Greenway Intergy to create and generate reports
 - Analyses data
 - Monitoring and ensuring the validity of data
 - Evaluating reports for accuracy of data;
 - Generates graphs and other reports to communicate data trends effectively
 - Creates process documentation for QI/HEDIS activities;
- Develops and implements improvement activities to improve outcomes as measured by nationally standardized benchmarks and definitions;
 - Identifies clinical quality metrics with declining or plateauing outcomes over time, works with team to identify root causes and plan for improvement
 - Participating in developing and implementing interventions,
 - Evaluating and reporting outcomes on a quarterly basis;
 - Working with care teams directly to plan interventions to improve outcomes
- Analyzes available data from health plans and other partners to improve reporting for HEDIS measures and P4P programs
 - Understanding the ways HEDIS data is communicated with health plans



- Identifying areas for improvement in communicating HEDIS data to health plans with goal of improving P4P results
- Leads and participates in special projects, as directed.
- Performs other duties as assigned.

QUALIFICATIONS

- Bachelor's degree in public health, statistics, science or healthcare field, preferred
- Experience working with healthcare QI data, designing and/or participating in improvement projects
- Working knowledge of and proficiency in the use of Windows based PC system and a range of software packages, including Microsoft Outlook, Word, Excel, and PowerPoint;
- Proficient in the use of Root Cause Analysis Tools
- Basic knowledge of health plan systems including Medi-Cal;
- Ability to evaluate medical records and other health care data;
- Ability to plan, organize and lead data collection activities;
- Ability to resolve simple and/or complex analytical problems;
- Ability to present clinical and operational data in a clear and understandable manner utilizing appropriate visual aids; and
- Ability to effectively facilitate and coordinate the work of a team engaged in quality improvement activities;
- Ability to communicate effectively, both orally and in writing;
- Ability to establish and maintain effective and cooperative working relationships with others
- Ability to assume responsibility and exercise good judgment in making decisions within the scope of authority of the position;
- Ability to accurately complete tasks within established times;
- Ability to prioritize tasks and deadlines;
- Ability to maintain the privacy and security of sensitive information.

Interested candidate should send cover letter and resume via email to employment@achievable.org. Please be sure to include the job title in the subject line.

Achievable is an Equal Opportunity Employer