



Quality Improvement (QI) Manager

Position Description

Position: Quality Improvement (QI) Manager	Date: 06.01.2021
Reports To: CHC Transformation Director	FLSA Status: Exempt
Supervision: N/A	Pay Type: Salary
Hours: 1 FTE	Starting Pay: \$54,719 - \$63,000

Approved By: Joan Watson-Patko, Executive Director

_____ Date _____

1. Primary Purpose

The Quality Improvement (QI) Manager contributes substantial subject matter and project management expertise to the development and implementation of technical assistance and training programs that support health center quality improvement capacity and performance outcomes. The QI Manager provides ongoing management of QI-related technical assistance and training programs, including project management of specific bodies of work and delivery of technical assistance to members around key metrics. The QI Manager also acts as an internal consultant to OPCA teams to support integration of quality improvement methods and mindsets.

2. Essential Duties and Responsibilities (~80% of time)

Technical Assistance (TA) and Training Program Management

- Contributes to the development and successful completion of team processes for aligning, coordinating and integrating quality improvement priorities in OPCA’s TA and Training work plan, driven by the OPCA strategic plan, funded commitments and resource availability.
- Leads the development of quality improvement programming, including OPCA’s quality forum (QI Collective), QI-related grants, and QI needs and training for members.
- Manages the deployment of specific grants and/or projects in order to advance QI priorities, including monitoring and responding to deadlines, scheduling internal and external meetings, preparing agendas and tracking action items to advance projects, and providing direct technical assistance and training to OPCA members in quality improvement methodologies.
- Maintains library of quality improvement resources and tools for use by OPCA staff and distribution to members.
- Act as a quality improvement thought partner in new and ongoing program strategy and design in order to promote alignment, coordination and integration across programs, and ensure effectiveness of implementation plans and advancement of organizational priorities.

Member and Partner Engagement

- Builds and maintains partnerships with key stakeholders at the state, regional and national level to advance QI priorities.
- Develop and distribute communication pertaining to program area; contribute to coordination and integration of external communication regarding department work in order to improve program effectiveness and promote member engagement.
- Contributes to the development and maintenance of member relations and knowledge management tools in order to improve program evaluation, internal documentation and tracking of member information, and external communication of program-related materials.
- Travel to relevant conferences and meetings in order to maintain knowledge of landscape, build partnerships and promote brand awareness within work area.

Program and Resource Tracking, Evaluation and Reporting

- Support and improve as needed program activity tracking tools in order to ensure program deliverables are met, and demonstrate activities, outcomes and impacts within pertinent program area.
- As delegated, contribute to or lead preparation of funder-required program reports to manage completion of OPCA grant cycles, partner relationships and program close-out.
- In partnership with the Transformation Director, contributes to development and successful implementation of TA and Training program evaluation and communication of results with key stakeholders to demonstrate program impact and value.

3. Essential Strategic & Leadership Responsibilities (~10% of time)

- May or may not supervise staff with an emphasis on supporting team collaboration and individual mentorship and success.
- Contributes to development and management of resources for program area.
- May be involved with one or more internal OPCA committees.

4. Other Duties and Responsibilities (~10% of time)

- Conducts individual administrative duties (e.g. scheduling, time sheets, internal organization communications, etc.)

5. Knowledge, Skills, and Abilities

- Experience with quality improvement models, tools, evaluation processes, and hands-on process improvement.
- Broad knowledge of health center performance data definitions and operational implications, including collection, analysis and improvement.
- Must be comfortable presenting to a wide audience in person or remotely.
- Ability to think strategically and deliver technically.
- Knowledge, skill and ability to establish and maintain effective working relationships with a wide variety of personalities as well as clinics.
- Ability to work well in a professional yet fun team environment, including respect for different styles and personalities; enthusiasm for collaboration, communication, and celebration; and appreciation for the critical role everyone plays in project and mission implementation.
- Excellent interpersonal, oral and written communication and organizational skills.

- High level of comfort with ambiguity
- Ability to focus on the development and delivery of more than one initiative at a time.
- An ability to work with people who think, act, look, and/or live in a manner different from one's self.
- Strong computer skills, including thorough knowledge of Word, Excel, Power Point, etc.

6. Minimum Qualifications and Experience

- Professional with advanced level of proficiency. Generally requires a Bachelor's degree and/or 3-5 years' experience or equivalent education.
- Fluency in written and spoken English required.

7. Preferred Qualifications and Experience

- Knowledge of healthcare data sources.
- Knowledge of clinical settings, processes, workflows and culture, including an understanding of managing change required.

8. Specific Job Attributes

- **Job Complexity:** An experienced professional with a full understanding of area of specialization; resolves a wide range of issues in creative ways. This job is the fully qualified, career- oriented position. Works on delegated problems of diverse scope where analysis of data requires evaluation of identifiable factors. Demonstrates good judgment in selecting methods and techniques for obtaining solutions. Applies problem-solving skills gained through past experiences to company guidelines.
- **Impact:** Failure to achieve objectives will have an impact on unit and the organization.
- **Degree of Work Direction & Project Management:** Moderate supervision with latitude to make decisions to achieve defined goals. Proposes methods and procedures on new assignments. Contributes to team objectives and outcomes as guided.
- **Responsibilities as a Team Member:** Contributes to team objectives and outcomes in line with organizational outcomes as guided. Consults with upper management on highly complex projects. Partner with upper management to set objectives for assigned unit/area.
- **Internal & External Contacts & Communication:** Builds productive internal/external working relationships. May serve as an external spokesperson for the organization within their work area.
- **Leadership & Supervision of Others:** Generally manages processes and activities of functional area or team, may or may not provide reporting supervision to members of the team. May provide mentorship on area of expertise.
- **Innovation & Quality Improvement:** Leads improvement in program area and may develop innovative programs in area of expertise to improve health center and/or OPCA value. Builds and maintains partnerships with CHC leaders, partners and other key stakeholders to support innovation and improvement.
- **Responsibility for Administrative Work:** Responsible for project management of individual work, including monitoring and responding to deadlines, scheduling internal and external meetings, preparing agendas and tracking action items to advance projects, distributing relevant communications, and managing personal administrative needs, such as travel planning and expense reimbursement reports. May seek administrative support for team and program needs from program specialists and coordinators, based on needs and priorities for the organization and availability of team resources.

- **Budgetary & Fiscal Responsibility:** Contributes to developing and managing program budgets in partnership with upper management. Responsible for following financial policies and procedures for any organizational expenditures, purchases or reimbursements.

9. Travel Required

- In and out-of-state travel may be required for this position. If using a vehicle for work related travel, must possess valid Oregon driver license, provide proof of insurance and annual Motor Vehicle Record if using own vehicle, or be insurable if renting. Must be able to drive a motor vehicle safely and use a seat belt when in operation. Mileage and travel expenses are reimbursed per OPCA policy.

10. Work Environment

- OPCA is a team-oriented organization; a tight-knit group of professionals committed to both the mission and to enjoying their jobs. Respectful interpersonal relationships, a fun team dynamic, and a passion for advancing the cause of community health clinics are equally critical components of the work environment.
- As a subject matter expert, employees are expected to partner as needed for communications & marketing needs to develop messages, objectives and/or communications tools to reach OPCA's members and other target audiences.
- Duties will be performed in both an office setting and out in Community Health Clinics.

11. Physical Demands

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit behind and use a computer, talk, hear, and be able to operate general office equipment. This individual is also required to stand, walk, and reach during events.

Statement of OPCA Practices: OPCA is committed to continuous internal quality improvement practices. We work in a fast moving, ever changing environment in which management and staff strive to create constantly improving quality. OPCA is a smoke free, drug free workplace. We are an equal opportunity employer. We do not discriminate on the basis of race, religion, color, gender, age, sexual orientation, national origin or disability. OPCA expects employees to be culturally competent, with the ability to interact positively with people who do not look like, talk like, think like, believe like, act like, and live like they do.

General Statement: Oregon Primary Care Association (OPCA) is a private, 501(c)(3)-membership organization of Oregon's "safety-net" primary care providers. Our mission is to lead the transformation of primary care to achieve health equity for all. Our membership primarily includes the federally qualified Community Health Centers (CHCs) and Look-Alikes as well as Rural Health Clinics, Indian Health Centers, and community clinics with similar missions and governance.

REQUIRED SIGNATURES

I acknowledge that I have reviewed the above job description and understand my job responsibilities and requirements.

Employee _____ Date _____

Supervisor _____ Date _____

****Changes must go through the Human Resources Manager for standardization and the Finance & Operations Senior Director for review.***