



A Family of Companies



## JOB DESCRIPTION

**JOB TITLE:** Quality Improvement Coordinator    **STATUS:** Non-    Full-Time  
Exempt

**REPORTS TO:** Quality Improvement Manager

**DIRECT**    None  
**REPORTS:**

This job description is intended to be a general statement about this job and is not to be considered a detailed assignment. It may be modified to meet the needs of the organization.

## JOB SUMMARY

The Quality Improvement (QI) Coordinator is responsible for providing support to the QI Manager and the QI team of Integrated Health Partners (IHP), a subsidiary of Health Center Partners. IHP is a clinically integrated network of federally qualified health centers serving San Diego and neighboring counties. The QI Coordinator will work closely with the QI team and Executive Vice President (EVP) to provide research, technological, project and administrative support. The QI Coordinator will serve as a key point of contact for internal and external constituencies on all matters pertaining to IHP's quality initiatives. The QI Coordinator must be creative and enjoy working within a small, entrepreneurial environment that is mission-driven, high performing and results oriented. The QI Coordinator must be able to work independently on multiple projects from conception to completion while remaining well organized in a fast-paced, sometime pressure-filled environment with a high-level of professionalism and confidentiality.

## ESSENTIAL JOB FUNCTIONS

- Completes a broad variety of administrative tasks for the QI Team, including managing the calendar of QI projects, activities and meetings.
- Assists with gathering and displaying QI data to track progress on initiatives, including handling confidential Protected Health Information (PHI). Responsible for formatting, editing and proofing documents and the production of presentation material when needed.
- Researches, prioritizes and follows up on incoming issues and concerns addressed to the QI team, including those of a sensitive and confidential nature. May determine appropriate course of action, referral or response.

- Supports QI Committee and various workgroup needs including compiling agendas, taking and generating meeting minutes.
- Handles logistics for QI trainings, including securing venue, food, RSVPs, copying training materials, etc.
- Screen telephone calls with tact, diplomacy and good judgment. Assess caller needs and refer caller to correct source of information.
- Prepare written memoranda and correspondence for internal and external distribution.
- In coordination with other administrative support staff, help maintain computer databases, mailing lists and the resource binder.
- Complete expense reports, arrange travel plans.
- Works closely and effectively with the QI team and EVP to keep him/her well informed of upcoming commitments and responsibilities, following up appropriately. Acts as a “barometer” having a sense for the issues taking place in the environment and keeping the QI team and EVP updated.
- In coordination with other administrative staff, perform reception duties as required in relief of primary staff. Answer phones, copy and fax documents, sort and distribute mail.
- Manages a variety of special projects for the QI team and EVP.

## **QUALIFICATIONS**

Demonstrated experience providing professional support in the quality improvement setting. Must be highly organized skills with the ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail. Must have working knowledge of quality initiatives and processes in a managed care environment. Demonstrated proactive approach to problem solving with strong decision-making capability. Emotional maturity and a proven ability to handle confidential information with discretion, be adaptable to various competing demands, demonstrating a high-level of customer service and response. Must have effective communication skills with the ability to work independently and exercise effective and appropriate independent judgment.

## **Education/Experience**

- Bachelor’s degree or equivalent
- 2 years’ experience in HEDIS reporting, quality improvement and/or quality measurement
- Proficient in Microsoft Office (Word, Excel, PowerPoint), Adobe Acrobat and Outlook.

## **PHYSICAL REQUIREMENTS**

- Ability to sit or stand for long-periods of time
- Ability to reach, bend and stoop
- Physical ability to lift and carry up to 20 lbs.

## **HIPAA/COMPLIANCE**

- Maintain privacy of all patient, employee and volunteer information and access such information only on a need to know basis for business purposes.
- Comply with all regulations regarding corporate integrity and security obligations. Report Unethical, fraudulent or unlawful behavior or activity.

I acknowledge that I have read and understand this job description. My signature below certifies that I am able to perform the essential duties and responsibilities of this position. I have also discussed any accommodations that I feel I might need to allow me to perform these essential functions. Additionally, I agree to abide by the policies and procedures established by Health Center Partners of Southern California.

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Signature

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Date

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Employee Name (please print)