



**HEALTH CENTER
PARTNERS**
of Southern California

A Family of Companies



JOB DESCRIPTION

JOB TITLE: Nurse Quality Manager **STATUS:** Exempt Full-Time

REPORTS TO: Associate Director for Clinical Quality

**DIRECT
REPORTS:** None

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

This position will work across the Health Center Partners (HCP) Family of Companies. Health Center Partners is the not-for-profit parent organization with three subsidiaries: Health Quality Partners, Integrated Health Partners and CNECT. Health Center Partners is a membership association (established 40 years ago) that provides support to 17 health centers organizations with over 130 sites of care in Southern California. Health Center Partners is an advocate for its members who serve the health needs of communities throughout Southern California, providing them with a voice and power to serve vulnerable populations. For Health Center Partners, this position will carry out duties that are defined in a three-year HRSA-funded Health Center Controlled Network grant. This position will also work with a team to implement a quality management program for a subset of member health center organizations that are participants in Integrated Health Partners (IHP) clinically integrated network, established in 2015.

ESSENTIAL JOB FUNCTIONS

1. Participates in development of and provides technical assistance to Health Center Partner member community health centers on the implementation of quality improvement plans/programs. This position will deliver on-site technical assistance to health centers staff at multiple sites throughout San Diego, Imperial and Riverside counties. Recommend standardized systems and develops a plan to implement and monitor systems within and across the member health centers.
2. Effectively communicate the goals and objectives of the Quality Management program to each health centers' staff, the CEO and CMO/Medical Director. Provide the necessary training and skills to effectively perform the activities outlined in the Quality Management program. Provide support to existing Quality Management Committees of member health centers.

3. As part of the Quality Management Committees, standardizes the data collection process by establishing regular data entry procedures, reporting policies and assessment guidelines that will be implemented at each health center.
4. Serves as staff support to Health Center Partners' Physician Council, a peer group of health center CMO/Medical Directors. Develops agenda in accordance with an annual work plan and with input of Physician Council Chair and the Chief Clinical Officer for the Health Center Partners Family of Companies. This position may be tasked with preparing minutes, scheduling guest speakers, responding to inquiries, and sending out meeting materials.
5. Works closely and seamlessly with Integrated Health Partners staff to ensure IHP quality management objectives are being met.
6. Collaborate with providers and other identified staff at health centers to increase Uniform Data Set (UDS) and HEDIS clinical performance measures, with an emphasis in the following clinical areas: colorectal cancer screening, cervical cancer screening, hypertension control, diabetes management, and childhood immunizations. Educates providers and staff on all aspects UDS, HEDIS and Quality Management as needed.
7. Identifies research, evidenced based or best practices, and/or data driven opportunities for improvement in new and existing work processes, products, and services to improve patient care outcomes for the clinical areas listed above.
8. Provides training and technical assistance to health center population health managers and other clinical quality staff.
9. Coordinates PDSA cycle or other appropriate process improvement models and provides technical assistance to health center staff in collecting and analyzing data and in summarizing results.
10. Ensures that behavioral health screening (depression and substance misuse and substance use disorders) is appropriately coded and documented in the electronic health record.
11. Reviews and analyzes reports from managed care health plans to identify utilization, gaps in care, and case management areas for improvement and makes recommendations on improvement methods.
12. Ensures compliance with health plan utilization and Quality Management requirements.
13. Assist health centers in working with hospital emergency room and discharge planners to improve the transition of care for health center patients.
14. Establishes effective clinical information linkages with specialists and other agencies providing services to health center patients.
15. Conducts performance measurement analysis, trending, and the utilization of benchmarking data to facilitate decision making for improvement.
16. Presents significant findings to various committees/teams within the Health Center Partners family of companies. Summarizes findings in graphs, charts, and reports.
17. Attends meetings (internal and external) as appropriate to the scope of the position and/or as assigned by leadership.
18. Performs other duties as assigned.

EXPERIENCE/QUALIFICATIONS

Requires 5 years of experience as a Registered Nurse, with a minimum of three years of experience in healthcare quality and performance improvement. A bachelor's degree in nursing is required. A Master's Degree in nursing, informatics, public health or similar is preferred.

Licensure: Currently licensed in the State of California as a registered nurse. Certified Professional in Healthcare Quality (CPHQ) is desirable.

Skills

Strong working knowledge of managed care and experience working in a managed care environment is required. Must have experience in Utilization Management, Quality Control or Disease Management in an ambulatory setting.. This position requires strong customer service skills and high level interpersonal, problem solving and analytical skills. This position requires effective communication skills including active listening, engaging presentation skills and the ability to communicate across all levels of the organization. Tact and diplomacy skills are essential to be successful. Progressive leadership experience is preferred.

Must demonstrate effective interpersonal skills and sound clinical judgment in dealing with CMO/Medical Directors, mid-level providers and health center staff. Must possess strong understanding of QM/CQI practices, procedures and tools. Should be able to effectively identify opportunities for process improvements to maximize quality and cost-effectiveness of patient care.

Must demonstrate strong project management skills with an emphasis in gaining support for programs/initiatives from others across the HCP Family of Companies as well as across member health centers. Must have capacity to work independently and view challenges as learning opportunities. Strong working knowledge of relevant computer programs and medical information systems is required. Must possess valid driver's license, insurance, and provide own reliable transportation for work use as travel to member sites is required.

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 as 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.
- Adhere to organizational policies and procedures regarding data sharing

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.

Signature

Date

Employee Name (please print)

