



Quality Improvement Coordinator

Job Description

General Statement:

The Ohio Association of Community Health Centers (OACHC) is a not-for-profit professional association representing Ohio's Federally Qualified Health Centers (FQHCs, or community health centers). OACHC's Mission is to ensure access to high-quality affordable health care for all Ohioans through the growth and development of Ohio's Community Health Centers. The Quality Improvement Coordinator must be self-motivated and able to manage multiple tasks, work with diverse people, carry a heavy workload, and travel. The Quality Improvement Coordinator is responsible for coordinating, supporting, and implementing quality improvement projects with member FQHCs.

General Duties:

- *Normal place of work is within OACHC office but telework may be permitted in accordance with OACHC written policy.*
 - *Other duties as assigned.*
1. Support and work directly with the Chief Quality Officer
 2. Provide support and assistance with implementing performance improvement tools and resources.
 3. Provide technical assistance and be an ongoing resource for health centers' data reporting, data displays, data cleaning and the interpretation of data
 4. Responsible for coordinating, supporting, and implementing projects related chronic disease prevention and management.
 5. Provide written progress reports and practice narratives as required.
 6. Maintain knowledge of current resources relevant to PCMH, medical home recognition programs, and quality improvement initiatives including peer reviewed articles, websites, local agencies, and national comparisons.
 7. Develop effective relationships and ensure communication with partners and other key stakeholders (including but not limited to state agencies, project related coalitions, etc).
 8. Plan and facilitate internal and external meetings, trainings, webinars, and conference calls.
 9. Share best practices and successes among CHCs through regular communications (e.g. updates, memos to site contacts, meetings with participating sites, conference calls).
 10. Provide training, coaching and technical assistance for CHC members in quality improvement, PCMH, and medical home recognition programs remotely and in person.
 11. Coordinate with other quality improvement staff on training and technical assistance planning, implementation, delivery, and reporting.
 12. Perform related responsibilities as assigned by the Chief Quality Officer.



Minimum Qualifications:

- *Those hired after January 1, 2022, must provide proof of completed immunization for COVID-19 or documentation of a sincerely held religious conviction preventing vaccination and/or documentation of a CDC acceptable medical reason preventing vaccination*
- *Driver's license*
- 1. Bachelor's degree (master's preferred) in appropriate field (public health, health administration, or other health related field).
- 2. At least two years of experience in the fields of health, public health, or social service.
- 3. Strong preference will be given to those with previous FQHC experience.
- 4. Previous experience with quality improvement work, PCMH and/or PCMH recognition programs in a medical setting is preferred.
- 5. Familiar with the National Committee for Quality Assurance (NCQA) standards, as well as other recognition entities such as the Accreditation Association for Ambulatory Health Care and/or the Joint Commission is preferred.
- 6. Demonstrated knowledge about health care services and quality improvement.
- 7. Demonstrated awareness of, and value for, cultural competence.
- 8. Excellent organizational skills and strong written and verbal communication skills.
- 9. Demonstrated ability in building and maintaining effective partnerships.
- 10. Demonstrated ability in grant writing is desirable.
- 11. Demonstrated ability to work with customer/client groups and/or experience in membership organizations.
- 12. Ability to work as a team member and work effectively with diverse people.
- 13. Ability to work with minimal supervision and maximum accountability.
- 14. Pleasant manner in telephone and personal contacts and a professional demeanor.
- 15. Ability to manage and prioritize multiple tasks.
- 16. Fluency in written and spoken English.
- 17. Ability to travel nationally and around the state of Ohio.
- 18. Physical ability to stoop, kneel, bend, use a computer and perform light lifting.
- 19. Strong computer skills, particularly in Microsoft Office Word, Excel, Outlook, and the Internet.
- 20. Preference given to candidates with a quality improvement certification.

The ideal Quality Improvement Coordinator will display sound judgment, relate well to the public and staff, have a professional demeanor, prioritize customer satisfaction, and be well organized.

Other Skills and Abilities

- *Must be able to present a professional business image to persons who have diverse interests and ideas.*
- *Must be able to travel and attend meetings as required including occasional overnight stays and out-of-state meetings and presentations.*
- *Must be able to work long days and travel by automobile and/or airplane to multiple locations in and outside of Ohio, visiting health center sites and business partners, etc.*



- *Must have and maintain a valid Ohio driver's license.*
- *Must be able to use own automobile when/if needed and have all liability and automobile insurance as required by law.*
- *Must be able to be insured to use OACHC company automobile.*
- *Must be able to work independently and demonstrate initiative.*

The above statements are intended to describe the general nature and level of work being performed in this job. The statements are not an exhaustive list of all responsibilities, duties, and skills required of personnel in this position. This job description may be changed, and additional duties may be added or assigned from time to time. The above description does not affect or diminish the at-will status of the employment relationship between OACHC and its employees.

OACHC strives for diversity and equitable hiring and promotion of all employees and provides cultural and diversity training to all employees. OACHC is committed to supporting the declaration of racism as a public health crisis and enacting efforts to mitigate racism and increase cultural competency at OACHC and our health center membership.

Category: Full-Time, Exempt

Reports to: Chief Quality Officer