



Quality Improvement and Project Manager Job Posting

MISSION STATEMENT: Clínica Tepeyac’s mission is to provide culturally competent, health care and preventive health services for the medical underserved.

Now in its 23rd year, Clínica Tepeyac is a federally qualified health center providing integrated physical and behavioral health care to almost 5,000 individuals from across the Denver metro area annually. Clínica Tepeyac has distinguished itself as a dynamic organization dedicated to eliminating health disparities, with a particular strength serving Latino and immigrant communities. Clínica Tepeyac maintains an unwavering commitment to high quality patient care and continual quality improvement, and to treating each patient with the highest level of respect and compassion. Clínica Tepeyac is actively pursuing a strategic vision to more than double patient visit capacity, with the addition of pharmacy and dental services in the next 3-5 years.

JOB SUMMARY:

Clínica Tepeyac is engaged in several important initiatives and practice transformation efforts including the implementation of a team-based care model, pursuit of Patient Centered Medical Home certification through the National Committee for Quality Assurance, implementation of a fully integrated evidence-based pediatric model, and deployment of evidence informed health promotion initiatives. The Quality Improvement and Project Manager (QIPM) manages the development and implementation of the organizational QI plan and of cross-departmental projects central to Clínica Tepeyac’s organizational and growth priorities. The QIPM works closely with leadership, clinic and program staff to achieve quality and program goals. The QIPM participates in clinical and administrative decision-making, and works with development and project teams to ensure capture and accurate reporting of required data to funders and internally.

The ideal candidate is highly organized and flexible, enjoys leading project teams and working on multiple projects simultaneously, and is motivated to ensure high quality care and access to services for underserved populations in an integrated care model. S/he is a self-starter, and enjoys working in both clinical and community settings.

Interested candidates should submit a cover letter including salary requirements, and a resume. Applications accepted until position is filled.

MINIMUM QUALIFICATIONS:

- **Education:** Bachelor’s Degree or equivalent work experience required. Master’s degree preferred.
- **Experience:**
 - At least three years of experience in quality improvement and change management, including management/leadership of QI projects/initiatives.
 - At least two years’ experience in project management, including management of deliverables and program budgets as well as development and implementation of policies, procedures and workflows.
 - Minimum two (2) years’ experience in a clinical practice field (such as nursing, EMT, lab tech, radiology tech), or in an ambulatory care management position highly preferred;
 - Experience with Patient Centered Medical Home Certification preferred.

Required Knowledge, Skills & Abilities:

- Ability to prioritize and organize work load, balancing multiple projects as well as competing priorities and demands
- Exceptional ability to maintain effective and positive professional working relationship with staff, patients, and partner organizations
- Demonstrated excellence in communication, assessment and problem-solving skills
- Ability to work under pressure in a fast-paced environment and meet concurrent deadlines
- Experience with implementation of corrective action programs
- Thorough understanding of and ability to reinforce patient privacy requirements
- High level of proficiency in computer skills (particularly Microsoft Office Suite programs including Excel and Word) and EHR/EPM use
- Ability to understand and respond effectively and with sensitivity to Clínica Tepeyac patient populations; Bilingual (Spanish/English) and bicultural background preferred

ESSENTIAL DUTIES & RESPONSIBILITIES:Quality Improvement 50%

1. Responsible for development and implementation of Clínica Tepeyac's QI plan in collaboration with the Chief Health Officer, Associate Chief Health Officer, Behavioral Health Manager, Chief Strategy Officer and other clinic and administrative leadership staff.
2. Coordinates closely with Chief Operations Officer and Compliance Officer to ensure development of and adherence to patient safety and risk management procedures.
3. Serves as program management lead for quality improvement initiatives undertaken by the organization including Team Based Care, SIM and Patient Centered Medical Home Recognition.
4. Supports access to and use of data to inform decision making for both management and clinical staff, and for reporting to external funders.

Project Management 50%

1. Serve as cross-organizational project lead and manager for time-sensitive grant funded initiatives and contracts, working closely with project teams, Grants and Contracts Manager and finance department. Current initiatives include implementation of a comprehensive pediatric program; development of a telehealth program and multi-faceted Ryan White contract.
2. Contribute to development of grant proposals related to existing projects and QI priorities.
3. Responsible for reporting on project progress and outcomes; ensuring projects are monitored and/or evaluated as required by grant agreements.

Clinica Tepeyac is dedicated to equal employment opportunities in any term, condition, or privilege of employment. Clinica Tepeyac prohibits unlawful discrimination against applicants or employees based on race, color, national origin, ancestry, creed, religion, sex, age 40 and over, disability, genetic information, veteran status, sexual orientation, marital status, gender expression or any other characteristic protected by state or local law.

