



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 community health center providing integrated physical and behavioral health care to almost 5,000 individuals from across the Denver metro area annually. Clínica Tepeyac and has distinguished itself as a dynamic organization dedicated to eliminating health disparities, with a particular strength serving Latino and immigrant communities. Clinica 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. Clinica 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 initiatives. The Quality Improvement and Corporate Compliance Manager (QICCM) manages the development and implementation of the organizational QI plan and of a corporate compliance program central to Clinica Tepeyac’s core functions and organizational and growth priorities. The QICCM works closely with leadership, clinic and program staff to achieve quality and program goals. The QICCM 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, is passionate about the role of quality improvement and the importance of corporate compliance in the delivery of high-quality care, and has demonstrated ability to engage a wide range of staff in those efforts.

MINMUM QUALIFICATIONS:

- 1. Education:** Bachelor's Degree or equivalent work experience required.
- 2. Experience:**
 - a. At least three years of experience in quality improvement, compliance and change management, including management/leadership of QI, risk management, and corporate compliance related projects/initiatives.
 - b. At least two years of experience managing projects, including development and implementation of policies, procedures and workflows.
 - c. 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;
 - d. Experience with Patient Centered Medical Home Certification preferred.
- 3. Certification/Licensure/Registration:** None Required.

Knowledge, Skills & Abilities:

- a. Ability to prioritize and organize work load, balancing multiple projects as well as competing priorities and demands
 - b. Exceptional ability to maintain effective and positive professional working relationship with staff, patients, and partner organizations
 - c. Demonstrated excellence in communication, assessment and problem-solving skills
 - d. Ability to work under pressure in a fast-paced environment
 - e. Experience with implementation of corporate compliance, risk management and corrective action programs
 - f. Experience reviewing and interpreting regulatory and programmatic guidance and applying to specific practice settings
 - g. Thorough understanding of and ability to reinforce patient privacy requirements
 - h. High level of proficiency in computer skills (Particularly Microsoft Office Suite programs including Excel and Word) and EHR/EPM use
 - i. Ability to understand and respond effectively and with sensitivity to Clínica Tepeyac patient populations; Bilingual (Spanish/English) and bicultural background preferred
- 4. Teamwork** – Contributes to building a positive team spirit; puts success of the team above own interest; supports everyone's efforts to succeed; must be able to work well in multidisciplinary team settings
 - 5. Customer Service** – Strong customer service skills exhibited in excellent, unbiased and culturally appropriate customer service to patients and the community; ability to handle difficult and angry people constructively; savvy enough to interact with physicians and clients
 - 6. Interpersonal Skills** – Must have excellent written and verbal communications skills and presentation skills; focuses on solving conflict in cooperative manner, not blame; keeps emotions under control
 - 7. Cost and Time Consciousness** – Must know how to manage time and prioritize activities
 - 8. Diversity** – Shows respect and sensitivity for cultural diversity
 - 9. Ethics and Professionalism** – Treats people with respect and consideration regardless of their status or position and is accountable for own actions

10. **Organizational Support** – Follows policies and procedures established by Clinica Tepeyac; visible to staff, offering support and modeling service behaviors and concern resolution process
11. **Safety, Confidentiality and Security** – Observes safety and security procedures; reports potentially unsafe conditions; uses equipment and materials properly. Maintains a secure and trusting environment as required by the Health Insurance Portability and Accountability Act (HIPAA).

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, including:
 - ongoing development of quality improvement strategies and identification of opportunities for improvement;
 - Leading implementation of and reporting on semi-annual patient experience surveys;
2. Serves as program management lead for quality improvement initiatives undertaken by the organization including Team Based Care, SIM and Patient Centered Medical Home Recognition.
3. Supports access to and use of data to inform decision making for both management and clinical staff, and for reporting to external funders.

Compliance

Leads implementation of Clinica Tepeyac's Corporate Compliance Plan, including:

1. Leads ongoing compliance and risk management plans and activities, in coordination with appropriate staff, including:
 - Assists in the identification, creation, implementation and maintenance of the practice/organization's information privacy and security policies and procedures in coordination with his/her immediate supervisor and legal counsel.
2. Monitors Federal and State laws and regulations and programmatic expectations as they relate to HIPAA, the Federally Qualified Health Center program, and health care providers, and ensures alignment of corporate compliance plan with expectations.
3. Oversees the organization's HIPAA compliance activities, including:
 - Reviews all system-related information security plans throughout the practice/ organization's network to ensure alignment between security and privacy practices, and acts as a liaison to the information systems department, if applicable.

Supervision Responsibilities: Data Analyst

Required: Please submit resume and cover letter expressing interest in the position and how you meet the “ideal candidate” characteristics of the position.

POSITION TYPE/WORK SCHEDULE: This is a full-time, non-exempt, 40 hour/week position, requiring occasional evening and weekend work and the ability to be flexible and responsive to emergent needs of Clinica Tepeyac.

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.