



Quality Improvement & Compliance Manager

Job Title: Quality Improvement and Compliance Manager	Reports To: Chief Operations Officer
Department: Administration and Clinic	Position Number:
FLSA: Exempt __x__ Non-Exempt__	Employment Type: FT_x__ PT__TEMP__

MISSION STATEMENT: Tepeyac inspires health, wellbeing and humanity in our community, through all of life’s stages.

Now in its 25th 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.

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 Compliance Manager (QICM) 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 QICM works closely with leadership, clinic and program staff to achieve quality and program goals. The QICM 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.

MINIMUM QUALIFICATIONS:

- **Education:** Bachelor’s Degree or equivalent work experience required.
- **Experience:**
 - Minimum of three years experience in quality improvement, compliance and change management, including management/leadership of QI, risk management, and corporate compliance related projects/initiatives.

- Minimum of two years' experience managing projects, including 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.
 - Experience with implementation of corporate compliance, risk management and corrective action programs
 - Experience reviewing and interpreting FQHC, regulatory, and programmatic guidance and applying to specific practice settings
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 - Experience reviewing and interpreting regulatory and programmatic guidance and applying to specific practice settings
- **Certification/Licensure/Registration:** None Required.

Knowledge, Skills & Abilities:

- Ability to prioritize and organize work load, balancing multiple projects as well as competing priorities and demands
 - Ability to maintain effective and positive professional working relationship with staff, patients, and partner organizations
 - Demonstrated excellence in communication, assessment and problem-solving skills
 - Thorough understanding of and ability to reinforce patient privacy requirements
 - Ability to understand and respond effectively and with sensitivity to Clínica Tepeyac patient populations
 - Bilingual (Spanish/English) and bicultural background preferred
 - Ability to work under pressure in a fast-paced environment
 - High level of proficiency in computer skills (Particularly Microsoft Office Suite programs including Excel and Word) and EHR/EPM use
- **Teamwork** – Contributes to building a positive team spirit; puts success of the team above own interest; supports everyone's efforts to succeed; works well in multidisciplinary team settings
- **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
- **Interpersonal Skills** – Excellent written and verbal communications skills and presentation skills; focuses on solving conflict in cooperative manner, not blame; keeps emotions under control
- **Cost and Time Consciousness** – Knows how to manage time and prioritize activities
- **Diversity** – Shows respect and sensitivity for cultural diversity
- **Ethics and Professionalism** – Treats people with respect and consideration regardless of their status or position and is accountable for own actions
- **Organizational Support** – Follows policies and procedures established by Clinica Tepeyac; visible to staff, offering support and modeling service behaviors and concern resolution process
- **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, Chief Operating Officer, Behavioral Health Manager, and other clinic and administrative leadership staff, including:
 - ongoing development of quality improvement strategies and identification of opportunities for improvement;
 - oversight and support of all QI projects in collaboration with respective team members;
 - spearheading use of data for decision making including ensuring the tracking, managing QI through data analytics and regular sharing of data with appropriate teams and staff;
 - ensuring staff engagement in and education in QI;
 - supporting utilization of a transparent QI process for review and improvement of adverse events and/or poor outcomes;
 - coordinating review and update of policies and procedures ensuring annual review and/or revision including the annual quality improvement plan;
 - facilitating Quality Improvement team meetings and provide staffing support to Board of Directors' Medical Committee;
 - 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:
 - Works with clinical staff, including Chief Health Officer (CHO) and Chief Operating Officer COO, Behavioral Health Manager, Clinic Manager and eCW Trainer, to ensure successful implementation;
 - Serves as primary contact with external initiative leads and technical assistance providers;
 - Develops and maintains familiarity with the requirements for NCQA recognition as a Patient Centered Medical Home (PCMH).
 - Works closely with technical assistance providers to develop and implement work plans for Team-Based Care, SIM, and other externally supported QI initiatives.
3. Supports access to and use of data to inform decision making for both management and clinical staff, and for reporting to external funders:
 - Ensures infrastructure for tracking and reporting progress on quality improvement plan and grant-related quality measures;
 - Works closely with Data Analyst to ensure timely development and distribution of reports;
 - Works with development and project teams to provide data required for UDS, CCMR and other required external reporting;
 - Maintains and transmits records of all quality improvement activities to appropriate parties including compiling necessary documents for HRSA site visits, HRSA/grant applications, UDS report submission.

Compliance

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

1. 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.
 - Coordinates closely with Chief Operations Officer and Chief Health Officer to ensure development of and adherence to patient safety and risk management procedures.
 - Identifies patient situations indicative of high clinical, financial and/or liability risk and develop QI initiatives as indicated.
 - Leads implementation and maintenance of FTCA liability coverage.
 - Oversees, directs, delivers, or ensures delivery of compliance and privacy training and orientation to all employees, volunteers, medical and professional staff and applicable business associates, including serving as point person with Stericycle and administration and content development for learning management system
 - Participates in the development and implementation of all business associate agreements to ensure that all privacy concerns, requirements and responsibilities are addressed.
 - Ensures compliance with privacy and security practices and consistent application of sanctions for failure to comply with privacy and security policies for all individuals in the organization's workforce, extended workforce, and for all business associates, in cooperation with his/her immediate supervisor, Human Resources, and legal counsel, as applicable.
2. Monitors Federal and State laws and regulations and programmatic expectations as they relate to HIPAA, the Federally Qualified Health Center (FQHC) program, and health care providers, and ensures alignment of corporate compliance plan with expectations.
- Serves in a consultant role for compliance issues to the Quality Assurance and Quality Improvement Committee
 - Performs ongoing compliance monitoring activities, ensuring management and employees are in compliance with the rules and regulations of regulatory agencies and that company policies and procedures are being followed.
 - Works with legal counsel and his/her immediate supervisor to ensure the practice/organization has and maintains appropriate privacy and confidentiality consent & authorization forms, information notices and materials reflecting current organization and legal practices and requirements.
 - Maintains current knowledge of applicable federal and state privacy laws and accreditation standards, and monitors advancements in information privacy and security technologies to ensure organizational adaptation and compliance.
3. Oversees the organization's HIPPA 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.
 - Works with all practice/organization personnel involved with any aspect of release of protected health information, to ensure full coordination and cooperation under the practice/organization's policies and procedures and legal requirements.
 - Initiates, facilitates and promotes activities to foster information privacy and security awareness within the organization and related entities. Creates and facilitates trainings and posts monthly security awareness reminders.

- Establishes and maintains a mechanism to track access to protected health information, within the purview of the organization and as required by law to allow qualified individuals to review or receive a report on such activity.
- Oversees and ensures the right of the practice/organization’s patients to inspect, amend and restrict access to protected health information, when appropriate.
- Establishes and administers a process for receiving, documenting, tracking, investigating, and taking action on all privacy and/or security incidents, or complaints concerning the organization’s privacy policies and procedures, in coordination and collaboration with other similar functions and, when necessary, legal counsel.
- Serves as the information privacy liaison for users of clinical and administrative systems.

PHYSICAL AND MENTAL REQUIREMENTS:

Physical and Mental Requirements: Place the appropriate “Amount of Time” code for each of the following:			
0 = None;	1 = less than 1/3;	2 = 1/3 to 2/3;	and 3 = more than 2/3
PHYSICAL: 1 Lifting < 10 lbs. - Light 1 Lifting 10 - 20 lbs. - Light-Med 0 Lifting 21 – 40 lbs. - Medium 0 Lifting 41 – 80 lbs.- Med Heavy 0 Lifting 81 – 120 lbs. - Heavy 0 Lifting > 120 lbs. – Very Heavy 0 Pushing/Pulling < 20lbs 0 Push/Pull 20 – 50 lbs. Other: Describe:	ACTIVITIES: 3 Sitting 2 Standing 1 Bending 0 Kneeling 0 Squatting 1 Walking (Distance) 2 Climbing (Steps, etc.) 1 Reaching (overhead, extensive, repetitive)	MENTAL/SENSORY: 3 Strong Recall 3 Reasoning 3 Problem Solving 3 Hearing 3 Seeing/Sight 3 Talk/Speak Clearly 3 Write legibly 3 Reading 3 Concentration 3 Logical Thinking	EMOTIONAL: 3 Fast pace environment 2 Steady pace 3 Able to handle multiple priorities 1 Frequent & intense customer interactions 3 Able to adapt to frequent change 3 Works under deadlines 3 Process complex info 3 Works as part of a team

ENVIRONMENTAL REQUIREMENTS:

Environmental Requirements: Place the appropriate “Amount of Time” code for each of the following:		
0 = None;	1 = less than 1/3;	2 = 1/3 to 2/3; and 3 = more than 2/3
0 Blood and body fluids 0 Biohazards (e.g., bacteria, fungi, viruses) 0 Radiation (ionizing, laser, microwave) 0 Toxins, cytotoxins, poisonous substances 0 Chemicals 0 Hazardous materials other than blood and body fluids 1 Communicable disease 1 Combative situations	1 Working Outdoors 0 Hot, cold, wet surroundings 0 Dust, fumes, gases, mist, powders 0 Loud or unpleasant noises 0 Electrical hazards 0 Grease and oil 0 Vibration 0 Heights 0 Moving mechanical parts 0 Wear protective clothing/equipment 0 Use hand or power tools 0 Operate vehicles/machinery	DAILY ACTIVITIES? 3 Continuous keyboard use >2 hrs or intermittent keyboard use > 4 hrs 0 Performance of same motion/ motion pattern every few seconds greater than 2 hours at a time 0 Vibrating or impact tools/ equip-ment greater than a total of 2 hrs 0 Forceful hand exertions greater than a total of 2 hours
Type of protective clothing, equipment, hand or power tools, vehicles and machinery used: None		

The above statements are intended to describe the general nature and level of work being performed by an employees assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

This position description has been reviewed with me and I fully understand and agree to the above.

Employee Signature

Date