**Primaris**
**Job Description**

**Job Title:** Quality Improvement Program Specialist
**Department:** Clinical Operations - Government
**Reports To:** Director
**FLSA Status:** Exempt
**Approved By:** Carlene Johnson
**Approved Date:** 03/24/2016

**Summary**

This position will recruit physician offices and consult with assigned group to improve clinical outcomes in cardiac, diabetes, immunizations and behavioral health care among the Medicare population. Use evidence-based quality interventions recommended by the regional QIN-QIO team or research interventions when gaps are identified. Maintain required documentation for completion of deliverables, reports, expenses, timesheets and cross task sharing. Participate in QIN-QIO team meetings. Support cross task recruitment, engagement and targeted goals across the physician office team. Implement communication to support contracted work directed toward health care providers, key stakeholders, and community agents. Use evidence based quality improvement interventions for goal of increasing behavioral health screening in primary care and follow-up care management, plus other deliverables under current scope of work. Facilitate optimal Electronic Health Record (EHR) reporting for quality measures.

**Essential Duties and Responsibilities** include the following. Other duties may be assigned

1. Develop, prepare and submit necessary documentation to conduct CMS project work under sub-contract arrangements for Missouri.

2. Contribute to the evaluation and continuous improvement in the communication strategies and tactics. Document results, feedback, and lessons learned.

3. Implement promotion efforts directed to healthcare providers and other audiences designed to achieve improvement in identified healthcare indicator(s) or to provide information about QIO services.

    - Secure participation agreements from physicians or practices according to guidelines established by the QIN-QIO.

    - Assess practice/physician readiness for quality improvement using tools and protocols developed by the QIN-QIO.

    - Facilitate collaboration between practices and secondary targets for multiple project areas, including diabetes, depression screening and follow-up, cardiac health, support and coordination of community healthcare workers and other project areas as assigned.

    - Actively participate in team meetings, contributing to presentations, training materials, interventions and communication strategies.

- Prepare project documentation as outlined by the QIN-QIO and in accordance to established timelines.

- Develop collateral materials and communication resources that will assist staff to implement their educational interventions and plans.

- Complete all Primaris reporting in a timely fashion including timesheets, travel vouchers, expense reports and deliverable reports as assigned.

**Supervisory Responsibilities**

This job has no supervisory responsibilities.

**Competencies**

To perform the job successfully, an individual should demonstrate the following competencies:

Analytical - Uses intuition and experience to complement data.

Project Management - Develops project plans; coordinates projects; communicates changes and progress; completes projects on time and within budget.

Technical Skills - Shares expertise with others.

Cost Consciousness - Works within approved budget.

Diversity - Shows respect and sensitivity for cultural differences; educates others on the value of diversity.

Ethics - Treats people with respect; keeps commitments; inspires the trust of others; Works with integrity and ethically; upholds organizational values.

Organizational Support - Supports affirmative action and respects diversity.

Judgment - Supports and explains reasoning for decisions; includes appropriate people in decision-making process.

Motivation - Sets and achieves challenging goals.

Planning/Organizing - Prioritizes and plans work activities; uses time efficiently; sets goals and objectives; develops realistic action plans.

Professionalism - Approaches others in a tactful manner; reacts well under pressure.

Quantity - Completes work in timely manner; strives to increase productivity.

Adaptability - Able to deal with frequent change, delays, or unexpected events; adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation.

Dependability - Completes tasks on time or notifies appropriate person with an alternate plan; responds to management direction; takes responsibility for own actions.

Initiative - Looks for and takes advantage of opportunities.

Innovation - Develops innovative approaches and ideas; presents ideas and information in a manner that gets others' attention.

**Qualifications** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience**

Bachelor's degree health related field, human service, or related field from a four-year college or university (Masters preferred); experience working with physician office practices and other healthcare provider systems; and one year related experience in public health or community organizing. RN can be substituted for Bachelor’s degree with 2 years’ experience. Preferred experience facilitating quality reporting, knowledge of PQRS, Value Modifier program, and EHR workflow.

**Language Skills**

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

**Mathematical Skills**

Ability to develop and manage budgets and understanding of revenue cycle. Experience with large budgets and financial accounting methods. Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios to practical situations.

**Reasoning Ability**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**Computer Skills**

To perform this job successfully, an individual should have knowledge of Microsoft Access Database software; Internet software; Microsoft Excel Spreadsheet software and Microsoft Word software for word processing. Preferred skills and knowledge of office based quality reporting and/or EHR databases.

**Certificates, Licenses, Registrations**

Missouri Driver's License.

**Other Skills and Abilities**

Strong verbal and written communication skills.

Significant travel is required, most in state (Missouri) with occasional out-of-state travel as necessary.

Ability to function autonomously and effectively with little supervision.

**Other Qualifications**

Knowledge of principles of marketing and communications.

**Physical Demands** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision and ability to adjust focus.

**Work Environment** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.