

## **Primaris Job Description**

**Job Title:** Quality Improvement Specialist - QPP

**Department:** Clinical Operations - Government

**Reports To:** Director

**FLSA Status:** Exempt

**Approved By:** Carlene Johnson

**Approved Date:** 07/12/2016

### **Summary**

This position is responsible for communication and Quality Improvement (QI) consultation to support contracted work directed toward health care providers and key stakeholders. Uses evidence based QI interventions driving multiple and varied deliverables for Primaris, including increasing quality reporting, increasing care delivery process improvements, plus other deliverables under current scope of work.

This position will consult and contribute to recruitment of providers to improve quality indicators in the Quality Payment Program, reportable measures in other areas such as cardiac, diabetes, immunizations, screening, medication safety, and antibiotic stewardship to improve care among Medicare population.

This position will work with a local team to facilitate and assist providers with education, technical assistance, project management and advocacy to enhance the healthcare delivery and business operations of clients, leading to improved outcomes and savings to the healthcare system.

This position will use evidence-based quality interventions recommended by the regional QIN-QIO team or research interventions when gaps are identified. This position will use special training as assigned for focused practice or outpatient transformation activities with providers which may include improved Quality Payment Program scores, Alternative Payment options, and monitoring and tracking of improvement activities.

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

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.

- Utilize professional clinical and quality improvement experience and expertise to guide the project team.
- Maintain required documentation. Participate in Team meetings as assigned.
- Assist assigned provider groups to set up quality improvement workflow and processes to support quality reporting.

- Assess interventions to support provider readiness for QI using assessment tools developed by the QIN-QIO or subject expert sources.
- Secure data from each provider and use evidence-based QI to improve results.
- Participate in sharing and learning related to ACO initiatives and other similar activities.
- Contribute to the evaluation and continuous improvement in the communication strategies and tactics. Document results, feedback, and lessons learned.
- Facilitate collaboration between providers 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 or other involved contractor and in accordance to established timelines.
- Develop collateral materials and communication resources that will assist staff to implement their educational interventions and plans; coordinating QI information with QIN and/or regional team to provide current and pertinent QI information to providers quarterly at a minimum.
- Maintain a working knowledge of other healthcare-related initiatives, cooperate and encourage collaboration to share resources, tools and materials whenever possible.
- 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 - Follows project plans; coordinates with other team members for 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 hospitals, physician office practices and other healthcare provider systems, and with electronic health record implementation preferred. Professional clinical and quality improvement experience and expertise preferred. RN can be substituted for Bachelor's degree with 2 years' experience.

### **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 wordprocessing software.

### **Certificates, Licenses, Registrations**

Missouri Driver's License.

### **Other Skills and Abilities**

Strong verbal and written communication skills.

Some travel is required, most in state; rare out-of-state travel as necessary.

Ability to function autonomously and effectively with little supervision.

### **Other Qualifications**

Knowledge of principles of marketing and communications.

Must be located in Missouri and willing and able to work remotely from home office.

**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.