

## COMMUNITY HEALTH PARTNERS, INC.

*Community Health Partners (CHP) believes that each employee makes a significant contribution to our success. That contribution should not be limited by the assigned responsibilities. Therefore, this position description is designed to outline primary duties, qualifications and job scope, but not limit the employee nor CHP to just the work identified. It is our expectation that each employee will offer their services wherever and whenever necessary to ensure the success of our endeavors.*

Job Title: Clinical Quality Director  
Position Status: Exempt  
Effective Date: 7/2022  
Reviewed By: CEO

**JOB SUMMARY:** Functions as a member of the leadership team under the general supervision of the CHP CEO. Provides program guidance and clinical leadership to the nursing supervisors. Understands clinical quality and risk management requirements set forth by the HRSA Health Center Compliance Manual, the FTCA Program, NCQA and value-based care contracts and connects those requirements with information systems tools, patient and employee input to ensure effective and efficient processes are utilized across clinical locations to deliver high-quality patient care. Encourages and facilitates continuous quality improvement in pursuit of CHP's mission and aligned with Patient-Centered Health Home concepts.

### ESSENTIAL JOB FUNCTIONS:

1. Maintains understanding of health center compliance and regulatory environment (HRSA, FTCA, UDS, PCMH, EHR best practices, etc. . . ) and supports development of clinical and programmatic policies, procedures, protocols and guidelines that both meet compliance requirements and organizational priorities.
2. Designs and implements initial training program and orientation to policies/procedures for all nursing supervisors, and regularly evaluates clinical skills, providing appropriate coaching and learning opportunities when necessary.
3. Works with Clinic Directors to contribute clinical feedback to complete regular evaluations of nursing supervisors.
4. Serves as CHP's clinical electronic health record super trainer, facilitating implementation of CHP's clinical super user program in partnership with CHP's electronic health record host and Clinical Information Systems Project Manager.
5. Leads CHP's participation in Montana Health Plus and associated value-based care initiatives, including coordinating training and integrating and aligning new value-based care initiatives with existing quality improvement and/or compliance efforts.
6. Communicates regularly with all nursing supervisors informally and during meetings to convey information. Facilitates regular nursing supervisor meetings. Ensures regular clinical staff training and development meetings occur and address clinical quality priorities.

7. Monitors state programs, such as the Vaccines for Children (VFC) and/or other programs as needed and supports those responsible for tracking and follow up at each clinical site to ensure success of those programs.
8. Supports nursing supervisors in ensuring effective functioning of all CLIA-waived lab equipment and standardization of work processes and staff training so that lab tests are performed accurately at all sites.
9. Maintains a regular presence at all CHP medical sites.
10. Implements new programming related to improved clinical care and enhanced health outcomes and ensures smooth follow through in coordination with all team members.
11. Engages in active problem solving to improve patient care on a regular basis at all sites.
12. Works to unite all clinical team members through training, standardization, and creating a culture of teamwork focused on patient-centered care and system improvement.
13. Participates in problem solving and Continuous Quality Improvement (E2) and risk management activities by applying LEAN principles, engaging in Patient Centered Medical Homes and Meaningful Use recognition programs and working to implement patient centered communication skills.
14. Creates and coordinates regular in-service opportunities for nursing/MA staff.
15. Furthers the mission of CHP through active support of the strategic goals
16. Reports to work as scheduled and works a flexible schedule when needed which may include travel to other sites.
17. Completes the FEMA ICS (Incident Command System) 100 and 700 courses to help CHP prevent, protect against, mitigate, respond to, and recover from the effects of an incident.

### **Skills and Attitudes**

1. Experience working with limited resource population.
2. Ability to work with grace under pressure
3. Ability to work in a team and to share responsibilities and duties
4. Ability to resolve interpersonal conflict in a straightforward and timely manner
5. Ability to set priorities, be organized, and be a self-starter
6. Ability to be friendly, empathetic, and an adept communicator.
7. Ability to treat both staff and patients with respect.
8. Ability to navigate technology efficiently
9. Ability to gracefully accept feedback

### **Essential Physical Requirements**

	Occasionally (1%-33% of day)	Frequently (34%-66% of day)	Continuously (67%-100% of day)
Sitting		X	
Standing	X		
Walking		X	
Speaking/Hearing		X	
Seeing			X
Hand/Wrist Work		X	
Pushing/Pulling	X		
Fine Manipulation		X	
Grasping	X		
Reaching		X	
Bend	X		
Kneel	X		
Squat	X		
Climb	X		
Lift 1-10 lbs	X		
Lift 11-20 lbs	X		
Lift 21-50 lbs	X		

\*Ordinary ambulatory skills needed to visit all CHP sites.

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.

**JOB QUALIFICATIONS:**

Education:

Graduate of an accredited school of nursing BSN program or other relevant clinical care background.

Current BLS certification.

Experience:

Previous experience in a leadership or management position preferred

I have read the above job description and have had all my questions answered.

Name: \_\_\_\_\_ Date: \_\_\_\_\_