Job Description – Quality Improvement (QI) and Health Information Technology (HIT) Coordinator

The Community Health Care Association of New York State (CHCANYS) is a 501c3 membership association of community health centers serving community, homeless, and migrant populations. CHCANYS is a dynamic, team-oriented non-profit association, and provides support and technical assistance to federally qualified health centers (FQHC’s) and other safety-net primary care providers across New York State.

CHCANYS’ Quality Improvement (QI) Program was established to cultivate and support FQHC adoption of innovative clinical, dental and behavioral health best practices through trainings, technical assistance and participation in clinical quality learning collaboratives.

CHCANYS’ Health Information Technology (Health IT) Program was established to assist community health centers in New York City in the implementation and effective use of health information technology.

POSITION SUMMARY:
This position will split its time between the Health IT and Quality Improvement Programs.

Under the direction of the Clinical Quality Initiatives Manager and the Vice President of Health IT, this position will provide coordination and support for key projects serving community health centers throughout New York State. This position will be based out of CHCANYS’ New York City office.

QUALITY IMPROVEMENT:

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Assist in recruitment of health centers to participate in QI projects
- Coach and conduct performance assessments with organizations involved in quality initiatives
- Support research as outlined by grantee on project deliverables and use data to inform organizational planning for CHCANYS
- Assist in the planning, coordination, and evaluation of learning sessions – including curriculum, agenda, and faculty
• Arrange and conduct monthly collaborative calls as required by project deliverables
• Arrange trainings and/or identify qualified trainers for key topics that support QI and HIT activities for health center personnel
• Support team-based training and work with health center leadership to support goals of quality improvement initiatives for proactive planned care
• Identify new partner opportunities to support delivery of services within CHCANYS and health centers
• Develop expert knowledge on quality improvement frameworks (*Care Models, Model for Improvement, strategies on leading change, developing change agents, the Diffusion Innovation Theory*)
• Prioritize, anticipate and assess needs of health centers by identifying educational opportunities
• Provide technical assistance to health centers to meet reporting requirements within defined timeframes
• Work intensively with the practice level team along with other administrative and clinical personnel to refine delivery systems and identify best practice concepts using the *Model for Improvement or other quality related improvement tools*
• Promote the education of patients and families – by identifying teaching resources and techniques appropriate to the health focus and patient self-management
• Coordinate collection and analysis of data, as well as written evaluation of project deliverables
• Identify key opportunities for improvement to participating health centers.
• Prepare and present meaningful performance improvement reports to funder
• Conduct other duties as assigned to fulfill CHCANYS’ mission.

HEALTH IT:

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

• Support health centers in the implementation and use of EHRs
• Participate in CHCANYS work as an agent of the Upstate Regional Extension Center, providing intensive on-site and telephone support to health centers in achieving Meaningful Use of Health IT
• Develop project plans with timelines and milestone deliverables and provide technical assistance to complete milestones.
• Provide hands-on development, coordination, and expansion of pilot projects relating to the use of Health Information Technology to improve patient care, including CHCANYS’ Center for Primary Care Informatics.
• Work closely with CHCANYS’ Quality Improvement Program on projects combining Health IT and QI activities.
• Participate in developing and implementing CHCANYS’ Health IT fee-for-service program.
• Ensure the sharing of lessons learned, best practices and tools among CHCANYS members.
• Assist in applications for grant funding to support the Health IT and Quality Improvement programs.
• Assist with other work to support CHCANYS members.

REPORTS TO:  Clinical Quality Initiatives Manager and Vice President of Health IT

SUPERVISES:  N/A

KEY ORGANIZATIONAL RELATIONSHIPS:
This position works in close collaboration with:

• CHCANYS’ Clinical Quality Improvement Team
• CHCANYS’ Health IT Team
• Community Health Center Clinical and Administrative Staff

MINIMUM REQUIREMENTS:
• Bachelor’s degree or equivalent in health sciences or related field, Master’s degree (MPH, MPA, MA) strongly preferred
• At least two years experience working with Electronic Health Record (EHR) systems, such as: eClinicalWorks; GE Healthcare Centricity; NextGen, etc.
• At least one to two years experience with Patient Centered Medical Home recognition and Meaningful Use attestation
• At least two years relevant project management and quality improvement experience
• Interest in and knowledge of community/primary health care
• Commitment to community health care; experience in/with FQHCs a plus
• Strong communication and presentation skills, training/meeting facilitation skills a plus.
• Solid relationship building and interpersonal skills
• Excellent writing, research and analytical skills
• Excellent coordination skills, including multitasking and setting priorities on work assignments
• Proficiency with Microsoft Word, Excel and PowerPoint
• Ability to organize and coordinate various activities involved in a research and demonstration project
• High degree of independence, flexibility, initiative and commitment
• Ability to deal effectively with a variety of people
• Cultural competence

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT

The physical requirements and work environment 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.

This position requires the manual dexterity sufficient to operate telephones, computers and other office equipment. The position requires the physical ability to kneel, bend and perform light lifting. This person must have the ability to write and speak clearly using the English language to convey information and be able to hear at normal speaking levels both in person and over the
telephone. Specific vision abilities required by this job include close vision, depth perception and the ability to adjust focus. Generally, the working conditions are good with little or no exposure to extremes in health, safety hazards and/or hazardous materials. Though work is normally performed in an office setting, this person must have the ability to travel as required to work with staff and clients, meet with consultants, and to participate in conferences.

**CATEGORY:** Full-Time, Exempt  
**OFFICE:** NYC  
**JOB DESCRIPTION EFFECTIVE DATE:** February 24, 2012

Community Health Care Association of New York State provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, status as a Vietnam-era or disabled veteran or any other characteristic protected by law. CHCANYS complies with all applicable federal, state, and local laws, regulations and ordinances prohibiting employment discrimination.