Job Description
Quality Improvement Specialist

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.

POSITION SUMMARY:
The Quality Improvement Specialist will have the primary responsibility of coordinating key quality improvement (QI) activities and projects at a number of community health centers throughout New York State. The position will report directly to the Quality Improvement Program Manager. This position will be based out of CHCANYS’ New York City office and travel as required.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Assist in recruitment of health centers to participate in assigned QI projects/initiatives
- Coach and conduct performance assessments with organizations involved in clinical quality initiatives
- Coordinate and conduct 3-day on-site evaluations at health centers as part of data validation for any projects associated with CHCANYS Data Warehouse (Center for Primary Care Informatics – CPCI)
- Serve as the primary contact for assigned health centers participating in the Data Warehouse project
- Assist in the planning, coordination, facilitation and evaluation of QI learning sessions – including curriculum, agenda, and faculty
- Arrange and facilitate monthly collaborative calls as required by project deliverables
- Arrange trainings/webinars and/or identify qualified trainers for key topics that support quality improvement
- Identify new partner opportunities to support delivery of services within CHCANYS and health centers
- Contribute to the development of expert knowledge on quality improvement frameworks (i.e., Care Models, Model for Improvement, strategies on leading change, developing change agents, the Diffusion Innovation Theory)
- Prioritize, anticipate and assess QI needs of health centers by identifying educational opportunities for improvement
• Provide technical assistance to health centers to meet reporting requirements within defined timeframes for assigned projects
• Work intensively with health center teams participating in assigned QI projects to refine delivery system and identify best practice concepts
• Identify teaching resources and techniques appropriate for assigned QI projects
• Coordinate collection, analysis and write up of evaluation of the project deliverables
• Aggregate and analyze project level qualitative and quantitative data for reporting purposes to participating health centers, funders and CHCANYS staff
• Conduct other duties as assigned to fulfill CHCANYS’s mission

REPORTS TO: Quality Improvement Program Manager

SUPERVISES: NA

KEY ORGANIZATIONAL RELATIONSHIPS:
This position works in close collaboration with:
• CHCANYS Quality Improvement Team
• CHCANYS Clinical Committee and Subcommittees
• 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 relevant project management and QI experience
• Interest in and knowledge of community health care and primary care
• Experience in or with a FQHC preferred
• Knowledge of principles related to Patient Centered Medical Home (PCMH), Meaningful Use (MU) and QI (e.g., Care Model, Model for Improvement, Breakthrough Model)
• Electronic health record (EHR) experience preferred
• Ability to work collaboratively with physicians, staff and external organizations
• Must be willing to travel throughout NYS and within the 5 boroughs of NYC
• Strong communication and presentation skills, training/meeting facilitation skills a plus.
• Solid relationship building and interpersonal skills
• Excellent writing, research, analytical and time management 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, collaborative and demonstration project
• High degree of independence, flexibility, initiative and commitment
• Ability to work effectively with diverse population both internally and externally
• Demonstrated awareness and value of 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: June 1, 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.