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The mission of Heartland is to transform the health and lives of those in need through the love of Jesus Christ.

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| Job title | <i>Quality Assurance Coordinator</i> |
| Reports to | <i>Operations Manager</i> |
| Status | <i>Non-Exempt</i> |

Job purpose

The purpose of the Quality Assurance Coordinator is to run quality reports and ensure quality standards are met. If unmet, they will work with the necessary team members in order to implement workflow changes in an attempt to increase quality measures.

Duties and responsibilities

- Manage and facilitate quality management and improvement activities
- Perform monthly quality improvement reporting
- Perform quarterly quality improvement reporting by provider
- Lead Quality Management meetings monthly and present data
- High involvement in Patient Centered Medical Home certification and ongoing evaluation
 - Identify ongoing reports
 - Identify changes that are needed for new standards
- Project lead for Meaningful Use for all providers
- Complete Uniform Data Systems reporting annually
- Run daily encounter reports
- Project team member for Million Hearts
- Project team member for oral health integration
- KHIN administrator
- Project team member for the Patient Portal
 - Implementation and ongoing changes/updates
 - Receive all "general" messages
- Other duties as assigned
- HCCN voting representative

Qualifications

- Bachelor's degree and/or equivalent prior experience
- Preferred experience in direct patient care
- Familiarity with health care needs and issues
- Strong verbal communication skills and ability to communicate ideas successfully
- Strong computer skills and knowledge of database programs

- High energy, flexibility, positive attitude, and intricate attention to detail
- Ability to problem solve

Working conditions

The Quality Assurance Coordinator is located in a busy medical clinic. The incumbent will be faced with constant interruptions and must meet with others on a regular basis.

Physical requirements

The Quality Assurance Coordinator will spend hours sitting and using office equipment and computers, which can cause muscle strain. They will also have to do some lifting of supplies and materials from time to time.

The incumbent may spend long hours in intense concentration. They must also spend long hours on the computer entering various forms of data which requires attention to detail and high levels of accuracy.

There are a number of deadlines associated with this position, which could cause stress. The incumbent must also deal with a wide variety of people and issues.

Details

- Hours M – F from 9 am – 5 pm
 - Hours are approximate and may be altered by supervisor(s) as needed
- Benefits
 - Full-Time staff are eligible for enrollment in Heartland’s health plans after 30 days of full-time employment and for matching funds with Heartland IRA plan after one year of full-term employment.
- Paid Time Off (PTO)
 - As outlined for Full-Time employees in the Employee Handbook
- Paid Holidays
 - As outlined for Full-Time employees in the Employee Handbook