
Quality Improvement Advisor

Primary Purpose

Provides consultation, training and technical assistance to healthcare providers to help achieve significant levels of system change and clinical improvement in assigned areas of patient safety, prevention, and care transitions. Uses process improvement methodologies to effectively implement and proactively engage persons and family in the design and implementation of interventions and strategies. Works with the project team to achieve goals and proactively engages persons and family in the design and implementation of strategies. Performs all required activities to meet and exceed contractual and regulatory requirements on a continual basis.

Responsible To	Employment Status/Class	Security Risk	Equipment Used	Maximum Lifting Capability
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Vice President

Exempt Professional – Level A

Moderate

Computer, copier, fax, and other office equipment

50 – 70 lbs

Requirements

Education

Bachelor of Science degree in Nursing, Masters of Public Health, or PharmD preferred; will consider associate or diploma prepared nurse, and/or bachelor's prepared healthcare professional, if prior QIO and quality improvement or public health experience. Current unrestricted state license when required for professional practice.

Experience

Broad clinical background with a minimum of three years' experience in acute, post acute, long term or ambulatory care setting. Knowledge of quality improvement methods (such as Six Sigma, LEAN, Human Factors, TeamSTEPPS, RCA, PDSA), tools, team facilitation and collaborative techniques preferred. Supervisory/management background highly desirable. Excellent understanding of state/regional healthcare issues and/or barriers in the healthcare community. Experience in presentations and public speaking. Working knowledge of data analysis and reporting.

Responsibility

Demonstrates a high degree of accountability and initiative for assuring contract deliverables are met timely, accurately, and within established policies/ procedures. Demonstrates organizational skills and abilities in managing multiple priorities to meet program demands and obligations. Exhibits exceptional attention to customer needs and expectations.

Judgment

Exercises clear judgment in appraising situations, making decisions and prioritizing/planning work. Excellent critical thinking and problem-solving skills. Maintains beneficiary and provider confidentiality at all times and strictly adheres to corporate confidentiality and security policies.

Human Relations

Effective interpersonal skills to interact with individuals and groups in various settings; expresses self clearly and concisely in all communications. Exhibits diplomacy and tact in dealing with internal staff/peers and external customers to project/promote positive attitudes and teamwork, to motivate staff and to establish professional work relationships.

Performance

Highly self-directed, but functions well in team setting. Flexible in work performance to accommodate demands and changes. Strong computer skills and experience with a variety of software packages, including Teams, Word, Excel, PowerPoint. Some travel necessary to attend meetings and provide onsite education and consultation.

Quality Improvement Advisor

Duties

1. Provides technical and consultative assistance through onsite visits and targeted phone calls to healthcare providers utilizing collaborative continuous quality improvement techniques. Meets with leadership, individuals and groups responsible for patient safety, prevention, inter-provider transitions and quality improvement to discuss intervention strategies, and provides feedback regarding methods and progress in achieving goals for improvement.
2. Researches current literature and CMS, QIN-QIO, IHI, AHRQ and other leading authorities' databases to identify evidence-based best practices and intervention strategies, methods, resources and tools that will be most effective for use by healthcare providers to achieve improvements in targeted QIN-QIO program initiatives.
3. Develops course objectives and program content for quality improvement educational programs, coordinates speakers, and/or conducts trainings for providers, QIN-QIO collaboratives and stakeholder organizations. Trainings are conducted onsite, by teleconference, video conferencing or virtual tools.
4. Assists in conduct and analysis/evaluation of needs assessments, surveys, data and performance indicators to determine current status and progress in meeting contract goals. Works in conjunction with the project team to interpret technical reports. Determines level of assistance and support needed by healthcare providers.
5. Compiles and submits required reports reflecting outreach efforts, process measures and outcomes on a timely basis to meet contract reporting requirements. Recommends measures for program monitoring to Vice President.
6. Evaluates and continuously reviews effectiveness and efficiency of intervention strategies and interventions, ensures patient and family engagement (PFE) is integrated in all tasks, identifies problem areas and makes adjustments as necessary to ensure continued progress. Ensures that theme-related risks are identified, analyzed and managed.
7. Assists in recruiting and maintaining ongoing relationships with provider communities' key stakeholders. Represents Great Plains QIN at stakeholder events and partner meetings. Attends and participates in trade association meetings and conferences to disseminate information relating to QIN-QIO initiatives and national campaigns.
8. Actively participates in and facilitates meetings/teleconferences/email discussion groups with providers, practitioners and stakeholders to ensure coordination of educational/QI/ outreach endeavors. Provides content for Great Plains QIN provider newsletters and website.
9. Assists as needed, in analysis of related beneficiary complaints and beneficiary protection activities to identify quality improvement opportunities; provides follow-up to provider community regarding implementing and monitoring improvement plans.
10. Maintains effective, frequent contact with state and regional GPQIN team members, and other staff to provide optimal support and collaboration across teams.
11. Keeps Vice President well informed of task/project-specific status and potential/identified risks. Maintains awareness of and communicates sensitive/political situations. Seeks guidance when necessary.
12. Develops, maintains, revises, and secures necessary project-related manuals, records, files, performance standards, profiles, reports, and correspondence to support team functions. Documents all provider and stakeholder contacts as required in a timely manner.
13. Actively participates in appropriate QIO community teleconferences, meetings, trainings, and other continuing education activities. Attends/assists with Great Plains QIN all-staff meetings.
14. Attends/participates in Great Plains QIN strategic planning process, special project development and continuous quality improvement activities as requested.
15. Performs other related duties as directed.

This position description does not in any way construe, imply or constitute a contract for employment and it should be understood that employment is based strictly upon an "at will" relationship that may be terminated by either party at any time, with proper notice, as provided in the Great Plains QIN Personnel Manual.

Employee Signature _____ Date _____