



## Quality Improvement Manager

### GENERAL SUMMARY:

Under the leadership of the Associate Executive Director coordinates and manages continuous quality improvement activities of the Healthy Start Care Coordination System.

### PRINCIPAL CRITERIA and STANDARDS FOR PERFORMANCE:

- **Communicates effectively with diverse populations and providers.**
- **Manage/ the Coalition's continuous quality improvement activities over funded contracts for the Healthy Start System of Care:**

#### Healthy Start System of Care:

- Uses QI data on services and benchmarks to ensure model fidelity and achievement of client outcomes.
- Analyzes programmatic services to ensure that they are of high quality, culturally sensitive, and effective.
- Reviews monthly productivity log data; work with the Department's Administrative Coordinator to prepare a monthly productivity report of Healthy Start services for the Partnership Committee meeting/dashboards.
- Prepares monthly dashboard reports regarding programmatic services.
- Provides frequent feedback about performance to each provider site.
- Facilitates rapid cycle quality improvement projects (Plan, Do, Study, Act) at each provider site.
- Ensures monthly and annual programmatic audits, occur and review reports from audits and prepare necessary reports on results.
- Plans and directs trainings related to the new system of care.

#### Well-Family Case Management Data System

- Conducts monthly and quarterly analysis of data from the Well-Family System for preparation of monthly and quarterly reports required for continuous QI activities.
- Reviews WFS data for data accuracy and works with providers to correct missing data.
- Identifies and works to resolve data barriers and systemic issues.
- Utilizes data reports from the Well Family System for CQI activities and PDSA cycles.
- Manages provider portal in Well Family System.

#### Other Responsibilities

- Coordinates meetings with providers and community regarding the system of care, including agenda and material preparation.
- Participates in conference calls regarding the system of care.

- **Assists with contract management activities required for funded contracts for the Healthy Start System of Care.**
  - Participates in preparation and submission of all required reports to funders.
  - Ensures compliance of providers in meeting programmatic performance indicators and contract metrics.
  - Works with Associate Executive Director on performance metrics for contracts.
  - Assists with preparation of annual contracts and any contract amendments or revisions for providers.
- **Provide support to the Fetal Infant Mortality Review Project:**
  - Participates in reviewing cases and case review meetings prior to mailing to the committee.
  - Works with the AED on implementation of strategies developed through the FIMR process.
  - Works with the AED on data entry into national Case Fatality Reporting System.

**KNOWLEDGE, SPECIAL SKILLS, and PHYSICAL REQUIREMENTS:**

- Minimum of a Bachelor's Degree, Master's Degree preferred in Public Health or related field.
- 2-4 years of experience in data collection, data analytics, and data management.
- Experience in client database management preferred.
- Intermediate to proficient skills in Microsoft Office (Word, Excel, and PowerPoint). The ability to produce charts and graphs and write formulae in Excel preferred.
- Excellent interpersonal, written and verbal communication skills.

**SERVICE EXCELLENCE STANDARDS:**

- Function as an effective team member in accordance with program and agency policy & procedures.
- Demonstrates professionalism in dealing proactively with families, stakeholders, providers, the Board and general public.

**PHYSICAL REQUIREMENTS:**

- Light physical activity performing non-strenuous daily activities of an administrative nature
- Light lifting / moving up to 10 lbs.
- Manual dexterity sufficient to reach/handle items, work with the fingers and perceives attributes of objects and materials.
- Close/distance/peripheral and depth perception.