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**Coastal Medical Position Description**

**Company:** Coastal Medical, Inc.

**Title:** Clinical Quality Assurance Specialist/Nurse

**Reports To:** Quality Assurance Manager

**Supervises:** N/A; Is required to collaborate closely with the Quality, Clinical, HR, Finance, Analytics

IT Teams and the Compliance Officer

**Job Summary:** Provides support, develop, implement, monitor and evaluate the work associated with Pay for Performance and other continuous quality improvement initiatives within Coastal Medical. This position will work closely with the quality, clinical, analytic and IT teams to plan and implement strategies to improve clinical performance. Assists with compliance initiatives to ensure compliance with a range of quality and shared savings programs.

**Essential Functions of the Position (***Illustrative Examples Included***)**

* Provide guidance and leadership of process improvement initiatives for NCQA, Meaningful Use, MACRA, Coastal Core and other clinical quality programs
* Support the Clinical Quality Team by assisting in the development of strategies for clinical quality programs such as NCQA recognition
* Establish performance indicators to evaluate success criteria and measure practice competency for Meaningful Use
* Auditing of clinical elements for compliance with Coastal Policy, examples- Lab and DI tracking, referral tracking, pre-visit planning, patient access, etc.
* Work with IT to optimize the use of the EMR to improve clinical performance and strategize for improving patient care
* Coordination of clinician, staff and manager training for Quality Measure Performance, Patient Satisfaction and Meaningful Use/MIPS
* Successful submission of NCQA, Meaningful Use/PIP, CPC Plus and other external reporting for clinical quality
* Participates in the development of program plans, the development of strategies and the evaluation of outcomes that promote the delivery of effective patient care and improved clinical performance
* Participate with the Quality Team to assure the clinical elements of Pay for Performance initiatives are implemented in the organization through testing, monitoring and evaluating the progress that result in improved process and outcome measures
* Monitor, audit and advise on adherence to policies and procedures concerning compliance, incentive and quality improvement activities.
* Perform internal audits and review reports of activities that may indicate non-compliance and develop action plans
* Participate on various committees and work groups as assigned
* Additional responsibilities as deemed necessary

**Education and Experience**

* Bachelor’s in healthcare related field or Nursing
* If nursing current RN license in good standing
* At least 3 years’ experience in healthcare related position
* At least one years’ experience in the implementation of Quality Improvement initiatives

**Knowledge, Skills and Ability**

* Knowledge of NCQA, Meaningful Use, CMS programs, Pay for Performance programs and other continuous quality improvement initiatives
* Knowledge of quality improvement processes
* Proficiency with electronic health record and or demonstrated ability to design relevant workflows for successful use of the application in clinical practice
* Experience with quality improvement models and tools
* Experience implementing quality initiatives in a clinical setting
* Excellent time management and communication (oral and written) skills
* Excellent organizational skills, with precise attention to detail skills

**Physical Effort and Dexterity**

* Sit and stand for prolonged periods of time
* Work and move among all departments of Coastal Medical group
* Possess a valid driver’s license & own transportation
* Excellent hand/eye coordination
* Lift up to 15 pounds
* Manual dexterity to operate personal computers and standard office machines and equipment as it pertains to one’s position

**Visual Acuity, Hearing and Speaking**

* To transfer information from paper to computer, from computer to computer, and to communicate in person and on the telephone

*\*This position description does not list all duties of the position. The employee may be asked by his or her supervisor, manager, or director to perform other duties. The employee will be evaluated in part based on the performance of the tasks contained herein.*

**Signatures**

Manager: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Human Resources: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (Please Print)

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*September 2021*