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**Coastal Medical Position Description**

**Company:** Coastal Medical, Inc.

**Title:** Quality Assistant

**Reports To:** Manager of Quality Assurance, oversight by Director of Quality

**Supervises:** N/A

**Job Summary:** Assists with implementing and evaluating the continuous quality improvement activities for assigned populations according to the Quality Management program.

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

* Responsible for quality measures for practices and works with the practices to ensure goal attainment
* Participates in chart audits for documentation compliance to meet quality measures
* Monitors and assists the practices with Pre-Visit Planning, exception report review and Lab/DI tracking
* Prospectively and retrospectively works to identify and close gaps in care
* Performs outreach to patients to insure gap closure and testing completed
* Develops strong relationships with providers, office managers, and medical assistants to work with practices on quality improvement activities
* Actively collaborates with manager and practices to improve patient outcomes
* Attends and participates in team quality meetings and office-based team meetings
* Participates in quality improvement cycles using PDSA method
* Complies with federal and local confidentiality laws, including HIPAA, ensuring patient privacy
* Adheres to Coastal Medical guidelines and policies for protecting patients’ demographic, clinical and financial information
* Performs other job-related duties as assigned

**Education and Experience**

* Medical assistant or equivalent clinical training
* At least 1 year of experience that is directly related to the duties and responsibilities specified

**Knowledge, Skills and Ability**

* Ability to work both on a team and independently
* Ability to use technology
* Ability to maintain quality, safety and /or infection control standards
* Proficient in Microsoft Office: Excel, Word and Outlook
* Familiar with data entry tools, including electronic medical records
* Working knowledge of quality improvement programs including HEDIS, Medicare 5 Star, Meaningful Use
* Strong organizational and analytical skills
* Detail and process orientated with a focus on efficiency

**Physical Effort and Dexterity**

* Sit and stand for prolonged periods of time
* Work and move among all departments of Coastal Medical group
* 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
* State-wide travel and operation of motor vehicle
	+ Must have a valid driver’s license and clear driving record
	+ Use of personal vehicle and proof of auto insurance is necessary

**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: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*December 2020*