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**Coastal Medical Position Description**

**Company:** Coastal Medical Physicians

**Title:** Quality Specialist

**Reports To:** Quality Assurance Manager

**Supervises:** N/A

**Job Summary:** Completes quality improvement activities for assigned populations according to the Quality Management program

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

* Responsible for tracking quality measures for assigned Coastal Medical practice locations
* Works with assigned 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 ensure gap closure and testing is completed
* Coordinates and performs Quality training for new Medical Assistants in assigned practices
* Develops relationships with providers, practice managers, and medical assistants to work with practices on quality improvement activities and 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**

* High School Diploma or equivalent
* Previous experience as a Medical Assistant or equivalent clinical training
* At least 1 year of experience that is directly related to the duties and responsibilities specified
* Any combination of education and experience that is substantially equivalent is also acceptable

**Knowledge, Skills, and Ability**

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

**Physical Effort and Dexterity**

* This role works primarily in a remote capacity and has daily communications through virtual meetings, some time in the office will be required for meetings, trainings, etc.
* 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 a personal computer or laptop as well as standard office machines and equipment as it pertains to one’s position
* State-wide travel and operation of motor vehicle may be required for offsite meetings and trainings
  + 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**

* Capability to transfer information from original source to paper, computer, telephone and in person

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

*January 2023*