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**Coastal Medical Position Description**

**Company:** Coastal Medical Physicians

**Title:** ClinicalQuality Manager

**Reports To:** Director of Quality

**Supervises:** Clinical Quality Assurance Specialist, Quality Assurance Supervisor,

Quality Support Specialists, and Quality Specialists

**Job Summary:** The Clinical Quality Manager is responsible for and manages quality and incentive program initiatives by developing, implementing, monitoring, and evaluating the work associated with pay for performance and other continuous quality improvement initiatives.

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

* Leads and manages process improvement initiatives for NCQA PCMH, the CMS MSSP program, the Coastal Core, and other contractual clinical quality programs.
* Collaborates on practice management workflows and processes that support improvement initiatives for NCQA, CMS programs, and other quality programs.
* Supports the Quality Team by overseeing the development of strategies for clinical quality programs.
* Leads and manages auditing of clinical elements for compliance with Coastal policies such as lab and diagnostic imaging tracking, referral tracking, patient access, and pre-visit planning.
* Prepares and submits NCQA PCMH, CMS MSSP reporting (QPP, PIP, PCF) and other reporting for clinical quality.
* Collaborates on the development of quality program plans, the development of strategies, and the evaluation of outcomes that promote the delivery of effective patient care and improved clinical performance.
* Directs the Quality Team to assure the clinical elements of pay for performance initiatives are implemented in the organization through testing, monitoring, and evaluating the workflows that improve process and outcome measures.
* Researches and communicates details for new program requirements and outlines changes to appropriate stakeholders.
* 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.
* Participates on various committees and work groups as assigned.
* Performs other job-related duties as assigned.

**Education and Experience**

* Bachelor’s Degree in a healthcare related field preferred.
* At least one years’ experience in the implementation of Quality Improvement initiatives.
* At least three years’ experience related to medical office management and workflows.
* Any combination of education and experience that is substantially equivalent is also acceptable.

**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 and experience with quality improvement models/tools.
* Prior experience implementing quality initiatives in a clinical setting.
* Ability to use technology with proficiency in Microsoft Office applications such as Outlook, Excel and Word as well as an Electronic Medical Record (EMR).
* Ability to take initiative, organize, prioritize, and follow through with work assignments assuring fulfillment of plans and goals.
* Ability to multi-task, think critically and problem solve.
* Ability to lead and support teams and work groups.
* Excellent written and oral communication skills which are necessary to interface with various levels of management and external stakeholders.
* Knowledge of DEI concepts, principals, and practices.
* Ability to make clear assessments, judgment, and decision-making skills.
* Ability to be detail and process orientated with a focus on accuracy and efficiency.

**Physical Requirements**

* This role works in a hybrid capacity and has daily communications through virtual meetings, in office work a few days a week, and visits to the practices are required for meetings, trainings, etc.
* 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 personal motor vehicle
	+ Must have a valid driver’s license, clear driving record, and proof of auto insurance.

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

*May 2023*