

Crusader Community Health Job Description

Job Title: Process Improvement Manager (Project Manager for Continuous Quality Improvement)

Job Status: Exempt

Job Grade: 25-E

Manager Title: Director of Clinical Quality

POSITION SUMMARY:

This Process Improvement Manager will implement centralized and standardized population health outreach, with the purpose of maximizing patient visits and quality outcomes. This position will ensure current process improvement (PI) projects are reinforced on the units. This role will serve as the liaison between the internal quality team, operations, medical providers and teams, care management teams, and revenue cycle teams. This position reports to the Director of Clinical Quality.

ESSENTIAL FUNCTIONS:

1. Accountable for demonstrating the qualities outlined in the “Customer Service Standards of Excellence” program when interacting with patients, their families and friends, and fellow employees.
2. Coordinates all aspects of clinical quality improvement projects and objectives and reports any factors impeding the evolution of the initiatives to the director.
3. Assists in the development of policies and procedures related to clinical quality improvement projects.
4. Monitors outreach and follow up communications with patients related to quality improvement projects and reports any deficiencies to the director.
5. Develops educational materials for patients and staff, as well as provides onsite or virtual education to provider teams involved in quality, PI projects, and special projects.
6. Works with Medical Unit Managers, Site Managers, and the unit preceptors to ensure good quality workflows are present on the units to support outcome measures.
7. Understands how data is captured through workflows on the unit and uses this knowledge to recommend modifications and improvements to meet quality outcomes to their manager.
8. Utilizes population health software to identify and conduct outreach to patients in relation to special projects.
9. Serves as a liaison between the internal quality team, operations, medical providers and teams, care management teams, revenue cycle teams, and external insurance companies.
10. Works with Director of Clinical Quality to collaborate with clinical leadership to gain reinforcement of PI initiatives on the units.
13. Learns, retains, and expands knowledge base on Managed Care, Health Effectiveness Data and Information Set (HEDIS), and Uniform Data Set (UDS) quality and incentive programs with the end goal of being able to identify year to year trends and changes in a proactive fashion.
14. Learns, retains, and expands knowledge base of internal clinical and revenue cycle processes to assist in process improvement projects.
15. Helps educate and align employees on proper entry of claims and progress note structured data to ensure Crusader receives credit for quality indicators.
16. Demonstrates the ability to shift focus between payers, indicators, and incentives quickly based on guidance, as deadlines and priorities are fluid.
17. Coordinates with the Health Information department to ensure the electronic medical record is updated when patient services received outside of Crusader are identified from payer portals.
18. Tracks data for reporting purposes and trend analysis.
19. Provides support related to special projects and reports.
20. Other duties as assigned.

QUALIFICATIONS:

Knowledge of:

- Quality improvement processes and general quality and population health concepts

Ability to:

- Demonstrate excellent customer service to all employees, patients, visitors, and outside organizations
- Treat others with respect and consideration regardless of their status or position
- Be part of a team-oriented environment and cooperate in the accomplishment of departmental goals and organizational objectives
- Support the mission of the organization as well as the goals and values
- Follow all Crusader policies and guidelines
- Accept responsibility for your own actions
- Adapt to changes in the work environment; manage competing demands; change approach or method to best fit the situation; deal with frequent change, delays, or unexpected events
- Travel between locations
- Follow up and through on projects
- Be detail oriented
- Work with minimal supervision
- Write clearly and informatively; edit work for spelling and grammar; able to read and interpret written information
- Identify and resolve problems in a timely manner
- Display strong oral and written communication skills
- Have effective interpersonal relationship skills with diverse individuals and groups
- Successfully educate and motivate diverse patient groups in a healthcare environment
- Work with community partners to produce desired outcomes

EDUCATION/EXPERIENCE/TRAINING:

Education:

- B.S. in Population Health, Process Improvement, or another related field strongly preferred
- Associates degree and/or post-secondary educational exposure with a healthcare concentration required

Experience:

- One to three years previous experience in healthcare, social services, or public health required
- Electronic Health Record experience required
- Previous experience with project management preferred
- Previous experience with population health software preferred

Technical Knowledge:

- **Equipment:** Common office machines
- **Software:** Previous Electronic Health Record experience, Microsoft Office (Word, Excel, Outlook, PowerPoint), Internet

Physical Requirement Form

Job Title: Process Improvement Manager

Physical Demands	Continuous over 70%	Frequent 40-60%	Occasional 15-39%	Rarely Up to 15%
Sitting	x			
Standing			x	
Walking			x	
Climbing			x	
Bending				x
Pushing / Pulling				x
Carry / Lift				x
1-15lbs				
15-30lbs				x
30-50lbs				x
Fine hand / Eye Coordination		x		
Exposure to Blood and Body Fluids			x	
Exposure to Extreme Heat, Cold, Temp Fluctuations				x
Exposure to Hazardous Chemicals				x
Concentration on Detail	x			
Oral Communication	x			
Written Communication		x		

Crusader Community Health does not require nor does it expect that an employee lift over 50lbs unassisted. Objects in excess of 50lbs should be lifted or moved with mechanical means or a team lift.

Employee Signature: _____ Date: _____

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed, as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. They are representative to the knowledge, skills, and abilities that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.