



Manager of QA/QI

Position Purpose

Under the direction of the Chief Executive Officer, the Manager of QA/QI monitors clinical performance to ensure medical services and operations are in compliance with all applicable regulatory and licensing agencies. The Manager is responsible for implementing, reviewing and developing clinical protocols, performance objectives, productivity benchmarks, and compliance measures. Also, the position serves as coach/mentor/trainer to staff providers, giving guidance in best practices, troubleshooting of medical services and operations issues following FOFHC policy and FQHC standards. The Manager will also represent the Clinic at required meetings with affiliated agencies.

Key Responsibilities

- Oversee and manage all clinical functions of FOFHC providers
- Assess, develop and refine the data reporting capacity of the EHR system
- Analyze, interpret and report the EHR results to both the providers and administration
- Track and trend specified patients/ population/ conditions that support the clinical and care management of these patients.
- Act as liaison between FOFHC providers and administration
- Establish, maintain, and evaluate the standards, protocols and policies for care practiced by the medical providers
- Promote organization goals and objectives that assure quality care services are delivered by the medical and dental providers
- Implement and monitor standards of care for quality and utilization that are agreed upon by the medical providers
- Analyze and implement corrective actions related to quality of care, utilization of services, provider productivity, provider profiling, and other auditing mechanisms.
- Communicate effectively with providers, staff, administration and the FOFHC Board of Directors
- Maintains membership and participation in professional organizations related to FOFHC operation.