

**Director of Corporate Compliance and Risk Management/Site  
Officer  
Job Description**

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<b>Reports to:</b>	Chief Operation Officer
<b>Classification:</b>	Exempt
<b>Department/Site:</b>	Medical

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**Major Functions:**

Responsible for coordinating quality management efforts including: development implementation, education, data collection and analysis. Work with the Chief Medical Officer in developing, implementing, and sustaining a healthcare provider system that use data, measurement and continuous quality improvement tools to enable GACFHC to deliver high quality healthcare. Quality health care is safe, effective patient-centered, timely, efficient and equitable.

**Essential Functions:**

- Plans, design, implements, maintain a comprehensive medical practice continuous quality improvement (CQI) program including utilization management and risk management. Assists in educating new staff, including physicians, about QI systems and requirements.
- Meets with internal and external audiences to identify and problem solve QI issues.
- Responsible for Meaningful Use and ensuring that the 15 Core objectives are met and working with IT to ensure that the data is accurate.
- Coordinates the effort to gather data and prepare reports to meet the requirements on NCQA and other regulatory/accrediting agencies, including patient satisfaction data.
- Evaluates variance and other data to identify QI opportunities and risk management issues.
- Monitors utilization and service quality through diagnosis-related group (DRG) review, HEDIS quality measures, payer/provider/patient satisfaction surveys and complaints. Follow through on complaints including identification of corrective action needed.
- Review applications and prepare verification letters and maintain database systems.
- Relay information to management, billing department and scheduling department.
- Ensure implementation of QA operating procedures and assessments.
- Monitor QA outcomes.
- Support electronic health records to ensure that providers and clinicians are using the software to its maximum potential and advantage relative to PCMH designation, meaningful Use and UDS measures.

- Performs as the lead in the quality improvement committee to ensure PCMH issues are included in the overall quality plan. In collaboration with the PCMH Manager, provides regular program updates and outcomes to GACFHC leadership.
- Continuation of training, preparing required documentation, and completing NCQA-PCMH recognition application and annual reports.
- Responsible for updating QA operating procedures.
- Performs other works related duties as necessary.

### **Secondary Functions:**

- **Patient Flow Issues:** Objective: Timely and efficient service delivery to all clients of the assigned health center facilities. The Site Manager Exercises supervision of all staff involved in the patient flow process inclusive of but not limited to front desk staff, greeters, client care coordinators, medical records staff, WIC staff, social services staff, contractual employees, volunteer staff, students, interns, and special program staff.
- **Operations:** Objective: Use of cost effective policies and procedures for all operational areas of the sites including data processing, space planning, inventory control, monitoring/maintenance of budgetary guidelines as established for the sites. The Site Manager exercises supervision of all staff involved in inventory acquisition and equipment maintenance at the sites. The site manager must establish a system to routinely ascertain site needs and report to the Chief Operation Officer. The report to the COO should include recommended corrective action plan with requested deadlines for completion and follow-up to positive conclusion.
- **Staffing Management:** Objective: Ensure management of reasonable workforce to meet the needs of patient population served by the Health Center site. The Site Manager is responsible for reporting site staffing to Chief Operation Officer. The Site Manager should report staffing needs along with recommendations for improvement.
- **Quality of Service:** Objective: Ensure that all interactions and contacts patients have with the health care facility are conducted with caring, concern, and compassion. Cultural and literacy issues are integrated into quality of services provided. The Site Manager serves as the first line in the patient grievance and ensuring patient satisfaction procedures and policies. The Site Manager will maintain Quality Patient Services standards established for GACFHC.
- **Communication Issues:** Objective: Ensure that all GACFHC staff members (full-time, contractual, volunteers, students, etc....) are aware of organizational, departmental, and site specific issues as identified by leadership team.
- Performs other work related duties as necessary.

**Relationships:** Directly responsible to the Chief Operation Officer, with frequent or continuous contact with Chief Medical Officer, Clinical Service Director, Chief Executive Officer, requesting organizational elements, department heads, receiving parties and vendors.

## **Knowledge and Abilities:**

- Knowledge of CQI principles, practices methods and tools.
- Knowledge of computer applications relate to QI including spreadsheets.
- Knowledge of medical records and clinical care processes.
- Implementation of QA operating procedures and Assessments.
- Skill in effective education and facilitation of CQI efforts in medical practice.
- Skill in application of analytical methods and statistical software by developing appropriate reports.
- Skill in conducting QI checks of medical records and other clinical documentation and performing patient satisfaction surveys.
- Ability to educate staff I both verbal written forms about QI in formal and informal settings.
- Ability to interact effectively with health care team members.
- Ability to analyze QI data and identify trends and corrective actions.
- Ability to establish and maintain effective working relationships with providers, management, staff and contacts outside the organization.

## **Education/Skills:**

Bachelors of Science Degree in Public Health, Health Administration or other health-related fields. Masters of Science Degree preferred.

GACFHC reserves the right to revise or change job duties, work sites and responsibilities as the need arises. This job description does not constitute a written or implied contract of employment.

## **Mental Demands:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.

## **Physical Demands:**

Must continuously listen, visualize and have dexterity and eye-hand coordination, ability for grasping and speed work. Must frequently sit, squat, reach, use both right and left forearm rotation and walk. Must occasionally kneel, twist, have ability to grasp firmly, left and carry, push and pull in excess of 50 pounds.

I acknowledge that I have read this job description and I understand and accept the performance expectations described.

