



PUEBLO OF JEMEZ  
JOB ANNOUNCEMENT  
2024-047  
HEALTH & HUMAN SERVICES  
QUALITY IMPROVEMENT SPECIALIST

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<b>Position Title:</b>	Quality Improvement Specialist	<b>Pay Level:</b>	D.O.E.
<b>Position Open Date:</b>	7/17/2024 – Until Filled	<b>Classification:</b>	Exempt
<b>Position Status:</b>	Full-Time	<b>Location:</b>	Health & Human Services
<b>Supervisor:</b>	Clinical Operations Officer		

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**POSITION SUMMARY:**

The Quality Improvement Specialist has oversight over all quality-related activities within the organization. Directs the efforts of all the performance improvement initiatives to ensure overall compliance with all regulatory standards including national, state, CMS, and other agencies. Works with clinicians and administrators to improve overall patient safety and systems-level outcomes.

This job description indicates, in general, the nature and levels of work, knowledge, skills, and other essential functions expected of the incumbent. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the incumbent. Incumbent may be asked to perform other duties required.

**QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

**EDUCATION & EXPERIENCE:**

A minimum of three (3) years' experience in a healthcare facility required, Quality/IC leadership experience preferred.

Bachelor's degree in nursing, healthcare administration, or a similar field of study with strong analytical base preferred.

CPHQ (Certified Professional in Healthcare Quality) Highly desirable.

**REQUIRED CERTIFICATES, LICENSES TRAININGS, AND REGISTRATIONS:**

New Mexico Driver's License

Background Investigation

CPR & First Aid certification within (30) days of date of employment

Basic Life Support certification required within 30 days of hire.

## **PHYSICAL DEMANDS & WORKING ENVIRONMENT:**

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made enable individuals with disabilities to perform the essential functions.

Mobility to work in typical office and clinical setting; agility dexterity to use standard office and medical equipment; stamina to sit and stand for extended periods of time; strength and agility to lift and carry up to 20 pounds; vision to read printed materials and a computer screen, and hearing and speech to communicate in over the telephone and in person.

## **ESSENTIAL FUNCTIONS:**

- Responsible for maintaining the facilities system-wide Quality program; to include data collection, aggregating and analyzing data, maintaining policies and procedures, and reporting to administrators, Medical Staff, and the Board.
- Works closely with Clinical and Non-Clinical teams for improvement on key performance indicators, designs processes for new initiatives, services and other targets identified by JHHS leaderships.
- Works with Performance Improvement Committee and Data Committee in developing annual Performance Improvement Plan and Work Plan.
- Serves as an interval consultant to administration, staff, and physicians in the areas of regulatory, process improvement, performance monitoring, and statistical analysis.
- Focuses on better healthcare value and quality, including the improvement of clinical outcomes, patient experience, patient safety, costs, revenue, productivity, efficiency, employee and physician satisfaction, and process reliability.
- Coordinate and manage Core Measure reporting (MIPS/MACRA and Meaningful Use Measures) and other quality measures as assigned.
- Participate in nursing and physician peer review processes and chart reviews as necessary.
- Organize all Quality Management meetings, maintain minutes and make recommendations to the committee based on best practice and current regulatory standards.
- Conduct internal audits and risk analysis as determine by the Quality Management Committee.
- Analyzes all assigned areas for opportunities of improvement and makes applicable recommendations for process, system, procedure, and operational changes to improve healthcare value and quality, i.e., Core Measures, Hospital Acquired Conditions, etc.
- Assists in the establishment of operational performance measurements and the monitoring of trends in key performance indicators to evaluate effectiveness, reliability, efficiency, etc. using available information systems data. Where other data is necessary but not readily available, will design and implement appropriate data collection. Uses data from appropriate external sources, including comparative databases.
- Manages performance improvement projects, flow, and alignment to assure milestones and key performance indicators are met within defined parameters. Documents the results of projects, and submits other documentations as requested.
- Participates in the Quality Improvement Committee and works with department leaders to resolve investigations within the incident reporting system (I Star).
- Evaluate and document the effectiveness of the quality management system and IC activities.
- Ensure organizational adherence to AAAHC, FQHC, HRSA and CMS regulatory requirements.

- Review, investigate and analyze incidents for risk and adverse event identification, loss prevention and claims management purposes, including both potential and actual patient injury. Recommend interventions with will enhance the safety and well-being of patients, staff and organization at large.

**REQUIRED KNOWLEDGE AND SKILLS:**

Knowledge of:

- Quality improvement methods, results-oriented practices, and data-driven practices.
- Guiding principles of health care improvement that support consistent and continuous actions that led to measurable healthcare improvement services.
- Applicable laws, codes, and regulations, to include HIPAA, OSHA, AAAHC accreditation, and other applicable regulatory or professional standards.
- Knowledge of the State Health Department procedures and practices.
- Safety principles, practices and equipment related to the work.
- Knowledge of the principles of epidemiology and infectious disease.
- Techniques for dealing with a variety of individuals from various socio-economic, ethnic, and cultural backgrounds, in person and over the telephone.
- Records management principles and practices.
- Computer software utilized by the clinic.

Skill in:

- Developing effective work teams and motivating individuals to meet goals and objectives and provide customer services in the most cost effective and efficient manner.
- Training workforce on QI initiatives and methods.
- Maintaining strong relationships with leaders throughout the delivery system to inform, gain feedback, and collaborate on improvement opportunities.
- Adhering to all compliance and confidential guidelines including HIPPA Compliance and Privacy Act.
- Maintaining quality, safety, and infection control standards.
- Preparing clear and concise reports, records of work and other written materials.
- Using software applications related to duties.
- Using tact, discretion, and prudence in dealing with customers.
- Interpreting, applying, and explaining applicable laws, codes, and regulations.
- Establishing and maintaining effective working relationships with a variety of individuals from various socio-economic, ethnic, and cultural backgrounds.

**To apply for the position posted, please apply as follows**

**Send;**

**Pueblo of Jemez Job Application**

**To;**

**[humanresources@jemezpueblo.org](mailto:humanresources@jemezpueblo.org)**

**Or;**

**Pueblo of Jemez-Attention Human Resources Department**

**PO Box 100**

**Jemez Pueblo, NM 87024**