



Valley Community Healthcare

JOB ANNOUNCEMENT

Internal Posting Opportunity Quality Improvement Analyst I

For over 50 years, **Valley Community Healthcare** has been one of Los Angeles' leading community-based health centers, providing primary care and promoting community wellness and prevention programs. Located in the San Fernando Valley, Valley Community Healthcare has two sites and 30+ providers. We are an NCQA certified-level 3 Patient Centered Medical Home for over 25,000 unique patients and provided over 100,000 medical visits last year. We are looking to grow and integrate our core programs - primary care, pediatrics, adolescent teen clinic, women's health, dental, optometry, and behavioral health, through a care team approach, quality, and innovative care delivery models.

Applications: Please submit a resume to Human Resources at lbarrett@vchcare.org for consideration.

Under the supervision of the Director of Quality Improvement (QI), the QI Analyst 1 will be an integral part of the Quality Improvement team focusing on providing data analysis and performance improvement support for Valley Community Healthcare's Population Health Management efforts. This will be accomplished by having a data driven approach to continuously monitor and improve patient outcomes and organizational operations. The QI Analyst will also support the organization and clinical care teams in utilization of the Patient-Centered Medical Home (PCMH) model.

Essential Job Duties-

Data and Analytics:

- Assists with preparation of various clinical quality and operational reports, dashboards, and data analysis from different data sources as necessary along with investigation of errors and root cause analysis.
- Assists with weekly, monthly, quarterly, and annual reports for internal and external purposes. Generates the quarterly Flow Management Supervisor and Medical Assistant Incentive Reports.
- Serves as a quality improvement subject matter expert for data stewardship and analysis focusing on HEDIS and UDS data sets while continuously assessing data for trends and effectively communicating findings to clinical teams.
- Facilitates the process of ongoing data and information systems governance and validation for accurate reporting and data submissions.
- Utilizes the available business intelligence system, NextGen, and other electronic systems to develop reports which provide necessary data to monitor QI efforts and operational processes.
- Uses SQL or available business intelligence system to analyze data and prepare reports on trends.
- Researches, gathers, and analyzes data and prepares reports for review and action by leadership.
- Assists with annual UDS data submission.

Quality Improvement:

- Assists with training and in-service activities related to the Quality Program, including QI training for new staff and assists with the development, implementation, and evaluation of improvement strategies.
- Provides necessary reporting and support for various population health management efforts.
- Supports QI project teams through coordinating meetings, following up with staff regarding action items, and assisting with project data collection and reporting.
- Under the super vision of the QI Director, serves as the QI liaison focusing on promoting staff involvement through interpersonal engagement and providing guidance on HEDIS and UDS clinical quality measures and the utilization of care gap reports.
- Assists with development, administration, and evaluation of patient satisfaction survey.
- Maintains knowledge of current QI concepts and techniques and assists with the dissemination of this information through formal and informal training and coaching for staff and project teams
- Participates in Patient Advisory Council, staff, committees, and management meetings as they relate to QI activities both with internal and with external stakeholders.
- Assists with PCMH application and maintenance.
- Assist with annual FTCA application related to QI.
- Assists with administration and evaluation of patient satisfaction surveys.
- Other duties as assigned

Qualification Requirements:

- Minimum Bachelor's degree in computer science, information systems, health informatics, statistics, mathematics, or related field or recent completion of data analytics/data science boot camp with 2 years of clinical/health care experience.
- Experience with Electronic Health Record or Population Management software preferred. Experience with NextGen and i2iTracks a plus.
- Database or SQL experience a plus.
- Minimum 1 year of experience in QI, preferably in a healthcare setting.
- Must demonstrate integrity, sound judgment, leadership skills, and strong interpersonal skills. Must be able to approach staff about quality issues with tact and diplomacy.
- Excellent oral and written communication skills required.
- Strong organizational ability and project management skills required.
- Ability to prioritize multiple projects and problem solve under tight deadlines and resource constraints required.
- Excellent attention to detail required.
- Outstanding skills in data collection, analysis, and presentation and experience in the use of Excel required. Advanced experience with Excel preferred.
- Proficiency in Microsoft suite required.
- Experience in a Federally Qualified Health Center and/or NCQA recognized PCMH preferred.
- Knowledge of QI tools and techniques (e.g., Model for Improvement, Plan-Do-Study-Act (PDSA), fishbone diagram, process mapping, Lean/Six Sigma) preferred.
- Knowledge of HEDIS and UDS clinical quality measures and pay-for-performance programs a plus.
- Spanish speaking a plus but not required.

These specifications are general guidelines based on the minimum experience normally considered essential to the satisfactory performance of this job. Individual abilities may result in some deviation from these guidelines.

***Responsibilities and tasks outlined in this document are not exhaustive and may change as determined by the needs of the company.**

VALLEY COMMUNITY HEALTHCARE IS AN EQUAL OPPORTUNITY EMPLOYER.

OUR MISSION: To make an impact on the health and well-being of the whole community by providing high quality primary medical care and comprehensive healthcare services to those in need, regardless of their ability to pay.