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|------------------------|----------------------------------|---|-----------------------|
| Business Title: | Quality Improvement Consultant I | Job Classification: | Program Specialist II |
| Reports To: | Project Director | Location: | Remote |
| FLSA Status: | Exempt | FLSA Exemption Category: | Administrative |
| Pay Group: | B11 | Position Type: | Full-time |
| EEO-1: | Professionals | Position Risk Level Designation: | Medium |

TMF Health Quality Institute

www.tmf.org

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Position Purpose:

Performs complex (journey-level) quality improvement work. Identifies, develops, promotes, and implements Quality Improvement (QI) Methodology to improve clinical and process outcomes for providers. May train others. Works under general supervision, with moderate latitude for the use of initiative and independent judgment.

Essential Responsibilities:

- Develops and maintains cooperative working relationships with providers, corporations and those supporting the healthcare industry.
- Interviews and conducts on-site or telephone observation to ascertain provider function, work performed and methods, processes and personnel used in order to study work problems and procedures, such as organizational change, communications and information flow.
- Documents activities, recording information such as details about site-visits, meetings, communication, presentations conducted and providers assisted; maintains databases, mailing lists, telephone networks and other information to facilitate effective ongoing communication.
- Performs assessments, interprets data gathered and develops solutions, alternative methods of proceeding, or facilitates methods to continuously improve quality and efficiency.
- Prepares, facilitates discussion, and consults with providers regarding implementation of new systems, the benefits, procedures, strategies, and/or organizational changes necessary to support the program.
- Provides consultation to providers on best practices related to system, clinical, and quality needs.
- Works with team to develop, maintain, and provide standardized resources and reports.
- Prepares and distributes education materials.
- May assist in the recruitment and participation of providers, practitioners and stakeholders for contract activities and initiatives.
- May develop quality improvement initiatives based on identified concerns and develop correspondence to address the identified concerns.
- May develop and/or present healthcare education programs such as training workshops, conferences and healthcare community presentations.
- May develop and maintain milestones for practices using project management principles.
- May train others.
- May be a lead worker.
- Participates in special projects and performs other duties as assigned.

Minimum Qualifications

Education or License

- Bachelor's degree from an accredited college or university in nursing, public health or health related discipline **OR** Registered Nurse (RN) with an active license
 - Additional experience in healthcare or other related areas may be substituted for Bachelor's degree on a year per year basis. (Experience requirements may be satisfied by full-time experience or the prorated part-time equivalent.)

Experience

- Three (3) years related health care
- One (1) year process improvement, quality improvement, quality assurance, or related quality project experience (e.g., training and utilization)

Knowledge, Skills and Abilities

Considerable knowledge of

- Program/project planning, development and management methodologies
- Applicable laws, rules and regulations

Proficient skill in

- Planning and coordinating projects and program activities
- Prioritizing and organizing work assignments
- Coordinating labor, materials and equipment
- Researching, analyzing and interpreting policies and state and federal laws and regulations
- Maintaining effective working relationships with individuals and groups
- Managing stakeholder expectations
- Developing and giving presentations
- The use of personal computers and applicable programs, applications and systems

Some skill in

- Group and meeting facilitation
- Establishing plans and setting objectives and goals that support overall business strategy/results; anticipating and adjusting for problems/roadblocks
- Analyzing complex technical and managerial problems and developing, recommending and implementing effective solutions

Ability to

- Multitask and meet deadlines
- Exercise logic and reasoning to define problems, establish facts and draw valid conclusions
- Make decisions that support business objectives and goals
- Identify and resolve problems or refer issues appropriately
- Communicate effectively verbally and in writing
- Adapt to the needs of internal and external customers
- Show integrity and ethical behavior; respect confidentiality, business ethics and organizational standards



- Assure compliance with regulatory, contractual and accreditation entries

Work Environment

Requires working in an office/cubicle environment; sitting, standing, walking, bending, twisting and/or reaching. Requires repetitive movement; ability to lift, carry or move up to 25 lbs. when transporting work equipment or materials. May require ability to operate a motor vehicle; the ability to travel by motor vehicle and commercial airline. May require overnight travel.

Benefits

TMF offers an excellent benefits package, including:

- Medical, dental, vision, life, accidental death and dismemberment, and short and long-term disability insurance
- Section 125 plan
- 401K
- Competitive salary
- License/credentials reimbursement
- Tuition Reimbursement

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EOE Minorities/Females/Vet/Disability