JOB DESCRIPTION
The UNIVERSITY of OKLAHOMA

Clinical Quality Improvement Coordinator

Job Code: 0110

Salary Grade: C07

FLSA Status: Exempt

Job Family: Health Services

The following statements are designed to outline the general functions and typical responsibility levels associated with positions in this classification. They are not intended to serve as an exhaustive list of specific duties or requirements for individual positions assigned to this classification.

Job Responsibilities

Responsible for assisting with the facilitation of the Quality Program including activities such as monitoring, data collection, quality/performance improvement initiatives, reporting, and coordinating/monitoring complaints. To provide support and assistance to providers, clinical and administrative staff regarding quality activities.

- Organizes and performs medical record and clinic/site reviews related to quality/performance improvement focus studies, re-credentialing reviews, patient complaint investigation, clinical guidelines, and quality of care/risk management/patient safety initiatives.
- Assists with various quality/performance improvement initiatives, including assisting the clinic medical director and/or clinical staff in identifying potential projects, methods for gathering data to evaluate the potential areas for improvement, and recommending appropriate interventions to improve outcomes.
- Assists with achieving and maintaining the standards for accreditation and other regulatory agencies.
- Coordinates various surveys to include but not limited to patient/physician/employee satisfaction surveys in support of the goals of the Quality Department, and the strategic priorities.
- Assists in the identification and resolution of quality of care/risk management/patient safety/employee safety concerns, through the use of incident reports, complaints, chart reviews/site reviews, etc. and working with physicians, staff, patients and families to resolve issues.
- Assists with Quality Improvement and Risk Management Committee, AAAHC Steering Committee, and various other, as needed.
- Plans, coordinates, and participates in provider and staff education initiatives.
- Performs a variety of duties associated with the Quality Department to include but not limited to the collection and analysis of data, to measure and evaluate processes, quality of care, and clinical outcomes.
- Performs various duties as needed to successfully fulfill the function of the position.

Minimum Requirements

Education:

Bachelor's Degree in Nursing, Healthcare Administration, Public Health, or a related field

Equivalency/Substitution: Experience or a combination of education & related experience can be considered in lieu of degree. A one-to-one ratio is used to determine the number of years of experience required in place of a degree.

Experience:

Required: 24 months clinical health care experience in any of the following: direct patient care, medical record and clinic/site reviews, patient complaint investigator, clinical guidelines, and quality of care/risk management/patient safety issues.

Required Certifications or Licenses:

- None

Verification of education and licensure (if applicable) will be required if selected for hire.

Knowledge, Skills, and Abilities

- Applicant must possess knowledge of computer applications, data management and/or analysis.
- Proficiency in the use of Personal Computers, including MS Word, MS Excel, MS Access (or other similar database), MS Outlook, Adobe Acrobat, MS PowerPoint., IDX and/or Meditech would be helpful.
- Strong communication skills (both oral and written).
- Strong organizational abilities.

Working Conditions

Physical: Sitting for long periods of time. Speaking, walking, and reaching.

Environmental: Office Environment.

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