

Quality Programs Manager

The Quality Programs Manager is responsible for supervising WWMG's Quality Improvement, Coordination Programs and Value-based Programs, including the design and oversight of activities that support key clinical quality improvement initiatives.

Quality and value-based programs that Western Washington Medical Group currently participates in are ACO plans, multiple Medicare Advantage programs, and CMS's MIPS/MACRA program. The manager will be focused on the overall development, implementation, and maintenance of the organization's Quality Department and these programs. The manager will use relevant clinical applications software to capture, analyze and evaluate data to prove adherence, support workflows and measure improvement. The manager will serve as the primary support person for corporate-wide quality initiatives.

Essential Duties and Responsibilities:

- Manages a 2-3 FTE clinical support Quality Team to help carry out department goals
- Coordination of improvement projects as assigned and related to strategic quality improvement and reporting initiatives.
- Provides administrative support for the implementation of improvement projects as well as evaluation and activities of the patient-centered care program.
- Supports clinic teams (primary care and specialty departments) in planning improvement activities utilizing standardized improvement methodologies and data.
- Understands policies, standards, measures and benchmarks that the organization needs to adhere to, and works with IT Department to integrate software applications, resolve conflicts, evaluate and improve capturing of clinical information, and insure smooth operation of integrated applications.
- Performs quality assurance checks of documentation workflows and clinical data in the clinical applications software, currently GE Centricity Practice Solutions (CPS).
- Generates and disburses regular reports on clinical quality indicators for performance improvement activities.
- Lead and attend provider and staff-level meetings to present program details, updates and directives.

Knowledge, Skills and Abilities required:

- Knowledge of improvement methodologies used in healthcare as well as knowledge of HEDIS, Merit-Based Incentive Payment System (MIPS), and Medicare Advantage plans.
- Ability to communicate effectively with administration, clinical and professional staff of WWMG. Demonstrates adaptability, creativity, approachability, willingness to collaborate and provide constructive feedback.
- Demonstrates critical thinking and problem solving skills applied on the job.
- Ability to manage multiple tasks and meet deadlines.
- Ability to work independently.
- Ability to lead a team, conduct meetings and gain buy-in for policy and workflow adoption.
- Intermediate skills in using Microsoft Office applications.

Education and Experience

- Four-year degree in health care or related field
- At least 2 years of experience in a Quality Program supervising
- RN preferred

If you are interested in this position please send your resume to Joe Smecker at jsmecker@wwmedgroup.com