**MISSION:** To inspire health, wellbeing and humanity in our community, through all of life’s stages.

**JOB SUMMARY:** This position exists to support the functions of Tepeyac’s Quality, Risk, and Compliance Programs. Tepeyac is a Federally Qualified Health Center and a certified Patient Centered Medical Home through the National Committee for Quality Assurance. The QRC Coordinator provides staff training, assists in development and monitoring of reports, and manages projects in support of quality, risk, and compliance program goals.

**ESSENTIAL DUTIES & RESPONSIBILITIES:**

**Quality**

- Support quality initiatives at Tepeyac through:
  - Staff training on QI tools
  - Engaging and supporting staff working on quality improvement activities
  - Facilitating QI projects/teams as assigned
  - Assisting with the implementation of the annual Quality Plan and Risk Management Plan, including annual updates
- Monitor population health management and clinical quality and report on outcomes of improvement activities internally and externally, and when applicable, according to regulatory requirements, accreditation standards, policies and procedures, and contractual agreements. This includes:
  - Assisting with data report creation for quality improvement projects and quality/risk/compliance monitoring
  - Assisting with data validation, including working with external agencies (CCMCN, Azara) as required to ensure accurate and complete data mapping
  - Monitoring and analyzing internal performance data indicators, value-based payment model performance indicators, and other clinical quality measures/key performance indicators to identify trends and areas for improvement
  - Supports performance/data reporting to staff, leadership, and the board
- Collaborate with the CCHN Quality Improvement Team and other CHC QI staff across the state.
- Prepare agendas, data, and presentations for committee meetings related to quality improvement, such as Quality & Satisfaction Committee meetings. Facilitate meetings in collaboration with Director.
- Facilitate distribution of regular patient experience surveys and collection and follow up of patient complaints in collaboration with Operations Leadership.
- Review and develop quality improvement training courses relative to regulatory quality requirements. This may include, but is not limited to, credentialing and privileging, quality, and patient satisfaction.
- Support Tepeyac’s processes for managing safety events and incident reporting by training staff on how to submit incident reports and ensuring timely follow-up and resolution.
Compliance/Risk Management

- In collaboration with the QRC Director:
  - Facilitate preparation for organizational audits, both internal and external, including the HRSA Onsite Visit and ongoing risk and compliance monitoring (e.g., audits of credentialing and privileging files, 340B-related audits, etc.)
  - Prepare the annual FTCA re-deeming application.
  - Collect and maintain all compliance documents reflecting current organizational legal practices and compliance requirements.
  - Maintain Policies & Procedures management system
- Provide training on risk management and compliance adherence, including HIPAA, to all employees, including new employee orientation and required annual trainings.
- Manage compliance training in the compliance management software to assure organizational compliance.
- Serve as the subject matter expert, providing technical assistance for Tepeyac’s compliance management software and liaison to vendor.
- Prepare monthly and quarterly reports as directed by the QRC Director.
- Manage contracts with external entities in the contract management software, ensure vendor exclusion checks are conducted for new vendors and monthly thereafter, ensure service provider contracts with outside entities are compliant with HRSA program requirements.

OTHER DUTIES AND RESPONSIBILITIES:

- Serve and facilitate various committees as needed where QI participation will enhance the effectiveness of the committee.
- Attends required internal meetings, trainings, and events.
- Other duties as assigned.

EDUCATION AND EXPERIENCE:

Minimum Education:
- Bachelor’s Degree in related field preferred; equivalent work experience may be considered.

Minimum Experience:
- Two years’ experience or academic training in healthcare industry.
- Experience with quality improvement (QI) and process improvement preferred.
- Experience working with Federally Qualified Health Centers (or similar) preferred.
- Experience with Patient Centered Medical Home Certification preferred.

KNOWLEDGE, SKILLS & ABILITIES:

- Excellent communication, research, presentation, meeting facilitation and problem-solving skills.
- Excellent attention to detail.
- Ability to prioritize and organize workload, balancing multiple projects as well as competing priorities and demands.
- Ability to work under pressure in a fast-paced environment.
- Ability to maintain effective and positive professional working relationship with staff, patients, and partner organizations.
- Ability to handle confidential matters with discretion and good judgement.
- Demonstrate excellence in communication, assessment, and problem-solving skills.
- Bilingual (Spanish/English) and bicultural background preferred.
- High level of proficiency in computer skills (particularly Microsoft Office Suite programs including Excel and Word) and EHR/EPM use.
• Motivated to ensure high quality care and access to services for underserved populations in an integrated care model.
• Self-starter who is passionate about the role of QI in the delivery of high-quality care and has demonstrated ability to engage a wide range of staff in those efforts.

PRINCIPAL WORKING RELATIONSHIPS:
• QRC Director and Data Analyst
• CHO, Associate Medical Director, and medical providers
• Operations Director, Clinic Manager, Front Office Manager, and operations staff
• Grants Manager
• IT Staff

Pay and Benefits: Tepeyac Community Health Center offers a complete compensation package to all full-time employees. Benefits include medical, dental and vision insurance, a flexible spending account, a 401k, disability insurance paid for by Tepeyac, nine paid holidays, approximately four weeks of paid time off each year and over a week of sick time.

The salary range for the Quality, Risk, and Compliance Coordinator is $42,000- $52,000, depending on experience. This position is a hybrid position, with an eventual 3 days in the office, 2 days off-site schedule at your supervisor’s discretion

As required by Colorado’s CMS Vaccine Mandate, all Tepeyac Community Health Center employees must be fully vaccinated against COVID-19, subject to the requirements of the American with Disabilities Act (42 U.S.C. § 12101 et seq.), Title VII of the Civil Rights Act (42 U.S.C. § 2000e et seq.), the Colorado Anti-Discrimination Act (C.R.S. § 24-34-401 et seq.), and any other relevant federal or State law. As such all persons offered a position will be required to provide valid proof of vaccination prior to starting employment.

If you are interested in applying, send your cover letter and resume to hr@tepeyachealth.org. We look forward to hearing from you!