



We are on the lookout for a collaborative and innovative Quality Manager to join our team of individuals dedicated to improving the health of our patients and community! We place emphasis on establishing trusting relationships and are devoted to quality health outcomes. As the Quality Manager with Winters Healthcare, you will provide oversight and coordination of activities related to quality improvement (QI). You will work primarily in the clinical setting, developing and carrying-out the organization's QI plan, serving as a resource to develop, create, and present reports that monitor the quantitative and qualitative aspects of operations, population health, and patient care activities. There will be emphasis spent communicating, collaborating, and innovating with people in all areas of the organization around outcome-driven QI initiatives.

The ideal candidate has strong interpersonal skills, is comfortable speaking in front of people, and has the ability to tailor a message and communicate to the intended audience. The ideal candidate enjoys working with people, making connections, and working towards improved patient health outcomes. Strong communication skills and the ability to establish effective, trusting relationships with colleagues and the community is important to us. Can you see yourself here? We hope so!

**Responsibilities:**

- Communicate and collaborate in a team-oriented environment supporting our model of care
- Enhance QI initiatives related to clinical, operational, and financial processes, as well as patient and employee experience to improve health outcomes.
- Provide education and training to WHF personnel regarding the functions and purposes of QI activities with regards to operations, and other data reporting resources
- Coordinate with health center staff on QI matters including trainings, workflow and redesign and other implementation activities

**Qualifications:**

- Advanced degree in public health, healthcare administration, public policy, or related field
- 1-3 years' experience with process improvement or improvement projects
- Fluency (the ability to read, write, and speak) in Spanish is a plus!
- Knowledge of electronic health records such as eClinical Works and Open Dental
- Ability and comfort building relationships with coworkers and community partners
- A passion and dedication for serving the health care needs of our clients

**Hours:**

- This position is full-time at 40 hours per week. A minimum of one evening per month is required to attend the Quality Assurance Committee meeting of the Board of Directors.

**Expected Hire Date:**

- June/July 2019

**Compensation and Benefits:**

- Annual equivalent range starts at \$54,600 and may increase depending on experience and credentials
- Covered insurances include Medical, dental, vision, life, AD&D, and long-term disability – 100% covered for employee
- Paid Time Off, paid holidays off and CME days off. (~24 days in year 1)
- 401K retirement match program
- Flexible Spending Account (FSA)
- Work-life balance (no weekends or days over 8 hours!)

Here at Winters Healthcare, we know that we are a unique organization and we love what we do and for whom we do it. We are big on fit, and while we will assess that fit, we understand that you are doing the same.

Please submit your resume and cover letter via email - letting us know what your interests are - and let's collaborate together to do great things for our patients and our community!

To view the full job description and to learn more about us, visit us online at [www.wintershealth.org](http://www.wintershealth.org). To chat with us, contact Kelly Gustafson, Director of Human Resources at 530-212-1029 or by email at [kgustafson@wintershealth.org](mailto:kgustafson@wintershealth.org). You can check us out online at [www.wintershealth.org](http://www.wintershealth.org). Recruiters please do not contact – we enjoy hearing from our candidates directly.



**Position:** Quality Manager  
**Reports to:** Executive Director  
**FLSA Status:** Exempt, Salary

**Summary of Duties:**

The Quality Manager provides oversight and coordination of activities related to quality improvement (QI) at WHF. The Quality Manager will work closely with the Director of Operations, the Executive Director and the Medical Director to create and carry out the organization's quality plan, and serve as a resource for developing, creating and presenting reports and data related to QI and population health throughout the organization. He or she will assist and support staff through data collection and the implementation of activities designed to improve the operations of healthcare delivery. He or she will be responsible for maintaining effective outcome-driven QI/assurance initiatives within the context of the relationship-based model of care (RBMC). The Quality Manager will create reports that monitor the quantitative and qualitative aspects of operations and patient care activities to ensure that acceptable standards are maintained. He or she will develop data collection tools and indicators to evaluate program success. The candidate should have the ability to work proactively and collaboratively with people in all areas of the organization as well as have proven skills in innovation/creativity and value the development of relationships with co-workers. The successful candidate will have strong interpersonal skills, as well as excellent verbal and written communication, strong analytical and problem solving skills; knowledge of analysis and reporting practices related to quality improvement are required.

**Essential Functions:**

1. Create, promote and enhance quality improvement initiatives related to clinical, operational, and financial processes, as well as patient and employee experience.
2. Coordinate and validate internal and external data reports related to clinical, operational, patient experience, employee experience and financial measures.
3. Provide education and training to WHF personnel regarding the functions and purposes of QI activities with regards to operations, and other data reporting resources
4. Develop and maintain current knowledge of current/future reporting software and other IT applications to develop internal and external reports
5. Support the implementation and use of population health information to improve health outcomes across the organization
6. Maintain ongoing competence on issues relating to QI within the health care industry
7. Primarily responsible, in collaboration with Leadership Team, for developing and implementing the organization's QI Plan. This includes facilitating monthly board subcommittee (QAC) meetings, documenting and maintaining records of all QI activities, and reporting to the Leadership Team and Board of Directors Quality Assurance Committee (QAC) on a regular basis.
8. Facilitate and, as appropriate, build, data sets, clinical lists or reports to assist with QI activities, operations, patient care and mandatory reporting requirements
9. Coordinate with health center staff on QI matters including trainings, workflow and redesign and other implementation activities
10. Attend interagency meetings, participate in QI initiatives, and act as the WHF delegate to our Health Center Controlled Network for quality and process improvement initiatives
11. Other duties as assigned

**Education and Work Experience**

1. An advanced degree in Public Health, Healthcare Administration, Public Policy OR
2. One to two years' experience in the field, OR
3. Any similar combination of education and experience

**Knowledge, Skills and Abilities:**

1. Well-organized and detail-oriented with the ability to establish and maintain effective working relationships with patients, employees and the public
2. Demonstrated team experience, leadership skills, collaborative approach to solving problems and proven successes in implementation of team goals
3. Ability and comfort building relationships with coworkers
4. Ability and comfort speaking in front of small and large groups
5. Strong background and experience using Microsoft Word and Excel, as well as experience with health information technology and reporting software
6. Experience in quality improvement activities, project management, and evaluation
7. Experience operating standard office equipment
8. Requires effective oral and written communication skills, excellent interpersonal skills, and computer literacy.

**Minimum Requirements:**

1. Advanced degree in Public Health, Healthcare Administration, Public Policy or related field OR the equivalent in a combination of education and experience
2. 1 to 3 years' experience with process improvement or improvement projects; and/or 1 to 3 years' experience working in the health care industry
3. Strong knowledge of computer programs such as MS Suite with proven ability using MS Excel
4. Demonstrated team experience and proven successes in implementation
5. Emotional intelligence and strong critical thinking skills
6. Strong work ethic
7. Authorization and consent for Winters Healthcare to investigate candidate's background with a consumer report for employment purposes, to evaluate candidate/ employee for employment, promotion, reassignment, or retention as an employee

**Additional Desired Qualifications:**

1. Strong interest in Health Information Technology and ability to learn various analytic and reporting software.
2. Proven leadership skills with strong collaborative and teaching skills with staff
3. Previous experience with Federally Qualified Health Centers (FQHC), low income or medically underserved populations preferred

**Physical Demands:**

While performing the duties and tasks of this job, the employee is regularly required to stand; walk; work on irregular surfaces; reach with hands and arms; use hands to finger, handle or feel objects, tools, or controls; talk or hear; and taste or smell. The employee is occasionally required to sit and stoop, kneel, crouch, bend, squat, twist or crawl. This job requires physical effort and the ability to place or retrieve items at below waist level may be required.

The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral

vision and depth perception, and the ability to adjust focus. The employee occasionally may be required to transfer patients to and from a wheelchair.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Environmental/ Working Conditions:**

The environment is a standard office environment. Regular office hours are Monday through Friday. Occasionally, evenings, weekends and overtime may be required. Office hours may be changed as business needs dictate. The working environment characteristics described here are representative of those an employee may encounter while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

While performing the duties of this job, the employee is occasionally exposed to toxic or caustic chemicals, required to work near moving mechanical parts and sharp instruments, and may be at risk of electrical shock. The noise level in the work environment is usually moderate.

**Operating hours:**

- Medical & Dental Office Hours:
  - Monday, Tuesday, and Thursday: 8:00 am – 8:00pm
  - Wednesday and Thursday: 8:00 am - 5:00pm
- Administrative Office Hours:
  - Monday – Friday: 8:00 am - 5:00 pm

**Hours:**

- This position is 40 hours per week with a proposed schedule of Monday - Friday 8:00 am to 5:00 pm; with a minimum of one evening per month at 5:30pm to attend the Board of Directors Quality Assurance Committee meeting, and 1-2 additional evenings throughout the year to attend the Board of Directors meeting as requested. Actual working hours may vary.

**Compensation and Benefits:**

- Equivalent annual salary starts at \$54,600 and may increase depending on experience and credentials
- Medical, dental, and vision benefits 100% sponsored for employee
- Supplemental long-term disability, life insurance/ AD&D, employee assistance program provided to employee at no cost
- 9 Holiday paid days off
- 2-5 weeks of Paid Time Off (based on years of service)
- 401K retirement match program
- Flexible Spending Account (FSA)
- Work-life balance

If you believe that you have the qualities that we are looking for and would be a great addition to our team, **send us your resume and cover letter of why you want to work for Winters Healthcare to Kelly, Director of Human Resources, at [kgustafson@wintershealth.org](mailto:kgustafson@wintershealth.org) by June 2, 2019.** We look forward to hearing from you!

Recruiters, please do not contact. We enjoy hearing from our interested candidates directly.