Quality Assessment and Performance Improvement Manager (QAPI) – Full Time

Join the area’s “#1 Top Workplace” for small businesses as selected by our staff and The Oregonian’s “Top Workplace” program. We were also honored by being selected as the “Most Meaningful” company.

Housecall Providers is a unique non-profit medical practice dedicated to serving the needs of medically home-bound individuals providing in-home primary medical care and hospice services. We are located close in SW Portland in the John’s Landing area.

We are currently looking for a dynamic, detailed individual who can oversee and direct the Quality Assessment and Performance Improvement (QAPI) program. This position will also provide agency support to strategic programs in place. This person will report directly to our leadership team which includes Executive Director, Medical Director, and Hospice Program Manager.

This position actively supports and incorporates the mission and core values of the organization into daily activities. In collaboration with our leadership team, you will oversee and direct strategy for continuous quality improvement while maintaining responsibility for meeting QAPI regulatory requirements for hospice certification and licensure surveys. You will have responsibility to keep leadership team informed about agency performance and situations of concern.

Principle Duties and Functions:

QAPI
- In collaboration with organization leadership team, develop and direct strategy and program plan for continuous quality assessment and performance improvement
- Responsible for meeting QAPI regulatory requirements for hospice certification and licensure surveys and maintaining current knowledge related to Medicare Conditions of Participation and the Community Health Accreditation Program’s (CHAP) standards
- Convene and facilitate regular QAPI committee meetings, insuring minutes of each meeting are documented and available to committee members
- Oversee data gathering for ongoing quality assessment including but not limited to clinical indicators and outcomes, internal process measures, adverse events and complaints, employee/patient/family satisfaction in partnership with others as applicable. (For example hospice pain assessment chart review, hospice clinical audits, medication reconciliation, goals of care/POLST documentation.)
  o Develop and administer data collection and survey tools
  o Create reports and analyze data
  o Make recommendations to QAPI committee for using results and initiating performance improvement strategies and project teams (PIPs)
  o Consult with staff from departments to assess and assist with data and performance improvement needs
  o Provide and/or facilitate staff communication of performance results
- Oversee PIPs, including convening and assisting team leader in facilitating meetings, generating minutes, and reporting back to QAPI committee
Integrating primary & palliative care

- Facilitate development of Annual Improvement plans and monitor performance through data collection and reporting
- Facilitate annual evaluation and assessment of the hospice program using NHPCO self-assessment or other identified tool in non-accreditation years and QAPI program using internal self-assessment tool
- Oversee data collection and CMS reporting requirements for hospice (e.g. Comfort within 48 Hours) and participation in national quality reporting to benchmark performance and monitor trends (OCS QAPI Snapshot, NHPCO surveys)
- Provide agency Governing Board QAPI program reports to assist them in fulfilling CMS and CHAP mandated QAPI oversight responsibilities

Other Key Agency Programs:
- Oversee data collection and reporting requirements for agency participation in Independence at Home (IAH) demonstration project, including supervision of IAH program assistant
- Oversee data collection and reporting requirements for “Meaningful Use” program.
- Oversee data collection and reporting requirements required for recognized Oregon Patient-Centered Primary Care Homes and obtaining supplemental payments from Medicaid programs
- Other related duties as assigned

Qualifications:
- Minimum two to three years experience working in a quality management leadership or healthcare administrative role
- Educational background commensurate with previous experience in nursing, quality management or healthcare administrative leadership role.
- Demonstrated proficiency with MS Office, spreadsheet and data base programs.
- Excellent verbal and written communication skills with the ability to effectively interact with all levels of agency staff.
- Ability to handle, analyze, and communicate sensitive information.
- Demonstrated research, development and implementation ability with policy and procedure.
- Must have the ability to work independently with the ability to prioritize tasks, problem-solve and maintain focus on organizational goals and project timelines.

Preference given to licensed registered nurse with background in geriatrics or home health hospice.

We offer a competitive benefits package including medical and dental insurance, paid time off, holiday pay, and short/long term disability. If this position sounds like a good fit for you, we’d love to hear from you. Please e-mail us your resume, cover letter and salary requirements indicating: QAPI Coordinator to: resumes@housecallproviders.org.

We are an equal opportunity employer.