



## ***Employment at Morrow County Health District***

At Morrow County Health District, we believe that each employee makes a significant contribution to those we serve and the District as a whole.

The District's vision is to be the first choice for quality, compassionate care, and lead the way in promoting wellness and improving health in our communities. This is made possible by all employees agreeing to adhere to the District's Promise of Excellence and uphold the District's values of integrity, compassion, quality, respect, and financial responsibility.

Your contribution to the District and those we care for is not limited by the responsibilities set forth in this job description. This description is designed to outline primary duties, qualifications and job scope, but not limit the employee nor the organization to just the work identified. It is our expectation that each employee will offer their services wherever and whenever necessary.

**Title:** Clinic Quality Outreach Coordinator

**Department:** Clinics

**Exempt/Non-Exempt:** Exempt

**Reports to:** Primary Care Director

### **General Position Summary:**

The Clinic Quality Outreach Coordinator is responsible for improving quality measure performance and closing clinical care gaps. The Clinic Quality Outreach Coordinator will work closely with the Primary Care Director, providers, clinic staff, and patients to identify areas for improvement, implement new workflows, improve performance on quality measures, and assist patients with accessing preventive health services.

### **Essential Functions:**

1. Analyze population and patient data related to clinical care and outcomes to evaluate performance, reveal trends, identify opportunities, and leverage health information technology to improve patient engagement and outcomes.
2. Actively work on closing care gaps, which may be identified by payer reports, quality measure reports, population health analytics, and other reports from the electronic medical record.
3. Coordinate the work of closing care gaps and improving measure performance by assigning care gap lists to various staff members in partnership with Primary Care Director.
4. Direct, assign, and oversee, and evaluate work related to clinical quality measures.
5. Develop new and improved workflows to better meet quality measures, close care gaps, and ensure patients receive excellent care.
6. Communicate with staff and providers on workflows necessary to provide quality care, close care gaps, and improve quality measure performance.
7. Perform outreach to patients by phone, email, text, and mail to schedule visits and educate patients about preventative health.

8. Collaborate with payers by phone, email, in person, and virtually to improve quality measure performance and close care gaps.
9. Schedule patients for appointments related to care gaps and clinical quality measures.
10. Document patient contacts in electronic medical record according to approved clinical policies and workflows.
11. Track and report progress on Patient Centered Primary Care Home (PCPCH) quality measures on a monthly basis.
12. Assist the Primary Care Director with maintaining Rural Health Clinic (RHC) and PCPCH compliance. Must become knowledgeable about RHC and PCPCH standards.
13. Works independently to prioritize daily tasks and projects.
14. Triage questions to providers and clinical staff if needed.
15. Document all patient and third party contact and inquiries made in person, by telephone, or mail in the proper forms and files.
16. Maintain data for and complete required reports as assigned.
17. Travel between District locations is required.
18. Attend all required meetings and complete all assigned trainings by due date.
19. Follow all infection control precautions and wear proper PPE when required.
20. Maintain strict patient confidentiality and follow all HIPAA regulations.
21. All other job duties as assigned.

### **Job Scope:**

#### **Interpersonal Contacts:**

Must have excellent interpersonal communication skills to accomplish a variety of work with various groups of people, including providers, patients and family members, personnel from other healthcare organizations and facilities, co-workers, and the public. A demonstrated understanding and appreciation for diverse cultures is required. Must be able to interact with others in a thoughtful and professional manner.

#### **Specific Job Ability:**

1. Must be highly self-motivated, accurate, organized, and able to multi-task.
2. Excellent verbal and written communication skills.
3. High level of proficiency with Word and Excel.
4. Skilled at the use of electronic medical records.
5. Knowledge of computers, office equipment, multi-line phone systems, and general office skills.
6. Ability to read and understand complex information.
7. Ability to concentrate on detail with constant interruptions and be able to prioritize job tasks.
8. Able to remember day-to-day schedule changes and assignments.

#### **Specific Job Effort:**

1. Will work primarily indoors at desks.
2. Be able to sit, stand, and bend periodically throughout the day.
3. Must be able to push, pull, and lift over 15 pounds, occasionally up to 25 pounds.
4. Must possess adequate vision, hearing and manual dexterity to perform job duties.

#### **Education, Experience and Certification/Licensure:**

1. Previous healthcare experience is required.
2. Current BLS certificate or ability to obtain within 4 months of hire.
3. Graduate from High School or GED required; Some college preferred
4. Must be highly skilled at using health information technology.

**Job Conditions:**

1. Prolonged periods of sitting at a desk and working on a computer.
2. The position is subject to possible exposure to blood, body fluids, infectious substances, hazardous materials, odors and noise.
3. May be subject to hostile and/or emotionally upset individuals.

*I have read the above position description. I will perform the position to the best of my ability. A copy of this position description will be placed in my personnel file.*

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*Signature of Employee*

*Date*