

**MAVERICK COUNTY HOSPITAL DISTRICT
JOB DESCRIPTION**

JOB TITLE: QUALITY ASSURANCE COORDINATOR
DEPARTMENT: PHYSICIAN SPECIALTY GROUP
STATUS: FULL TIME, NON-EXEMPT
REPORTS TO: Clinical Operations Manager

SUMMARY

As a Quality Assurance Coordinator, you will play a crucial role in ensuring that our clinic maintains the highest standards of quality and compliance across all aspects of patient care and operational processes. Your meticulous approach to evaluating, monitoring, and improving our clinic's operations will contribute to our commitment to delivering exceptional healthcare services.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Quality Assessment and Auditing:

- Conduct regular audits of medical records, patient encounters, and clinical documentation to assess accuracy, completeness, and compliance with regulatory requirements.
- Review patient charts for proper coding, documentation, and adherence to established clinical guidelines.
- Collaborate with medical staff and administrative teams to identify areas for improvement and develop action plans.

2. Compliance Monitoring:

- Monitor adherence to clinical and operational protocols, guidelines, and regulatory standards, such as HIPAA, OSHA, and other relevant regulations.
- Identify potential compliance risks and work with relevant stakeholders to implement corrective actions and preventive measures.

3. Performance Analysis:

- Analyze clinical and operational data to identify trends, patterns, and opportunities for improvement in patient care and operational efficiency.
- Prepare reports and presentations to communicate findings and recommendations to management and clinical teams.

4. Process Improvement:

- Collaborate with cross-functional teams to develop, implement, and monitor process improvement initiatives aimed at enhancing the quality of patient care, increasing efficiency, and reducing errors.
- Assist in creating and updating standard operating procedures (SOPs) to ensure consistent practices across the clinic.

5. Staff Training and Education:

- Provide training and educational sessions to clinical and administrative staff on quality assurance practices, compliance requirements, and documentation standards.
- Promote a culture of continuous learning and quality improvement among the clinic team.

6. Root Cause Analysis:

- Investigate and analyze patient complaints, incidents, and adverse events to identify underlying causes and contribute to the development of preventive measures.

7. Patient Experience Enhancement:

- Collaborate with patient experience teams to gather feedback, assess patient satisfaction surveys, and recommend improvements that enhance the overall patient experience.

8. Regulatory Reporting:

- Assist in preparing and submitting regulatory reports related to quality assurance and compliance as required by relevant authorities.

SUPERVISORY RESPONSIBILITIES

This is a non-supervisory role.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **EDUCATION and/or EXPERIENCE:** Proven experience in quality assurance, compliance, or a similar role within a healthcare setting. Current MA Certification preferred. In-depth knowledge of healthcare regulations, standards, and best practices. Strong analytical skills with the ability to interpret data, identify trends, and generate actionable insights.
- **SKILLS:** Excellent communication skills, both written and verbal. Proficiency in using healthcare information systems and electronic health records (EHR) platforms.
- Detail-oriented with exceptional organizational skills. Collaborative mindset with the ability to work effectively in cross-functional teams. Certified Professional in Healthcare Quality (CPHQ) certification is a plus. Knowledge of multispecialty clinic operations and workflows is advantageous.

CERTIFICATES, LICENSES, REGISTRATIONS: None

PHYSICAL DEMANDS

The physical demands described herein 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.

While performing the duties of this job, the employee is regularly required to sit reach with hands and arms; bend and kneel; and talk and hear. The employee must frequently lift and/or move objects weighing up to 20 pounds, such as books and stacks of records. Specific vision abilities required by this job include close vision and ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is frequently loud and distracting. The employee is constantly required to perform tedious, exacting work; and to work closely with others as part of a team. The employee is frequently required to perform multiple tasks simultaneously, and to counsel and assist individuals from a variety of ethnic and socioeconomic backgrounds.

Employee

Date

Department Manager

Date



CEO

9/6/23

Date