

Quality Improvement and Training Specialist

Classification: Exempt

Reports To: Accountable Health Communities Program Manager

Job Overview

The Quality Improvement and Training Specialist role will be part of a cross-functional team responsible for successfully leading one or more of MyHealth's strategic projects and work streams in support of the Accountable Health Communities (AHC) Model.

The AHC model is a plan to support local communities in addressing the health related social needs of Medicare and Medicaid beneficiaries by bridging the gap between clinical and community service providers. Social needs include housing instability, food insecurity, utility needs, interpersonal violence and transportation.

Responsibilities Include:

- Develop and implement quality improvement processes
- Conduct gap analysis for the project
- Assist with training and provide end-user support for the project
- Create documentation for future reference, training and support purposes
- Collaborate, as needed, with other AHC sites around the country for bi-directional learning
- Support the convening of the AHC Advisory Board and Operations Committee, including member outreach, agenda development, and tracking of follow-up action items
- Represent the program at various local, state, and national meetings
- Connect with organizations to create community partnerships
- Serve as a liaison with clinical and social service delivery sites in activation and ongoing implementation of the AHC model and tools
- Lead cost and use of community resource assessment for the project
- Assess duplication of services and understand overlap with other community partners
- Manage AHC data quality assessment process
- Assist with project meeting organization, agenda development, document organization, presentation creation and timeline management.

Preferred Requirements and Skills:

- High-School diploma required. Bachelor's degree in business, public health or healthcare strongly preferred.
- 2+ years' experience in health care, business or a service delivery organization, either for-profit or non-profit
- Experience organizing and facilitating meetings and trainings
- Experience with sales documents, training documents and report requirements
- Experience with PowerPoint, Excel and Salesforce
- Ability to deliver detailed and complex business communications (written, presentation and oral)
- Experience in working in fast-paced and team-oriented delivery environment

Physical Demands

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.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit; stand; walk; use hands to finger, handle or feel; and reach with hands and arms. The employee is required to lift a maximum of 30 pounds.

Position Type/Expected Hours of Work

Some flexibility in hours is allowed, but the employee must be available during the “core” work hours of 8:30 a.m. to 5 p.m. and must work 40 hours each week to maintain full-time status.

Travel

Occasional travel may be required in support of customers, primarily local and statewide.

AAP/EEO Statement

MyHealth expressly prohibits any form of unlawful employee harassment based on race, color, religion, gender, sexual orientation, national origin, age, genetic information, disability or veteran status.

Other Duties

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice. The following are always expected:

- Comply with employee handbook
- Be prompt and on time
- Communicate clearly
- Treat others with respect
- Maintain confidentiality where appropriate
- Be honest and open with questions, concerns and feedback for others