

Job Title:	<b>Quality Improvement Advisor</b>	Reports To:	Director of Practice Transformation
Location:	Chicago	Travel Required:	Yes
Level/Salary Range:	DOE	Position Type:	Full-Time, Exempt
HR Contact:		Date Posted:	10/2/2020
External Posting URL:			
<b>Applications Accepted By:</b> Email: <a href="mailto:careers@alliancechicago.org">careers@alliancechicago.org</a> or Fax: 312.274.0069 Subject Line:			

<b>Job Description:</b>
<p><b>Position Summary:</b></p> <p>The Quality Improvement Advisor (QIA) is responsible for helping identify, plan, and execute improvement projects, deliver successful results, and support the spread of proven improvement approaches across the AllianceChicago network of Community Health Centers. The QIA works in close partnership with leadership and clinical staff to improve quality which includes: the development of short and long-term quality improvement goals; managing a portfolio of quality initiatives; serving as a quality improvement coach; and analyzing data from multiple sources.</p> <p>The QIA will oversee all aspects of quality improvement projects, including all phases of the work: assess, plan, improve, and sustain improvement. The QIA will have expert knowledge, skills and abilities to evaluate processes and outcomes, using qualitative and quantitative data and effective analytical methods. The QIA requires excellent communication skills with clinical and nonclinical stakeholder groups, and the ability to develop collateral (tools, documents, sustainability data methods, presentations, etc.) that enables the success of the work. The QIA must also be a positive driver to further the culture of continuous improvement and hold others accountable for their role in improving quality performance.</p> <p><b>Essential Skills and Duties:</b></p> <ul style="list-style-type: none"> <li>• Use QI models, measurement tools, and techniques, including collection, aggregation, abstraction, validation, analysis, and reporting of data to drive improvement</li> <li>• Improve outcomes and processes, with quantitative data to demonstrate effectiveness for clinical quality initiatives such as UDS measures, HRSA's clinical priority areas (e.g. cardiovascular disease, HIV, diabetes, etc), HEDIS, and other value-based quality programs.</li> <li>• Strong organizational and project management skills, with the ability to lead a team, prioritize tasks, and see projects through from inception to completion on schedule</li> <li>• Strong critical thinking and problem-solving abilities to manage multiple levels of information and responsibilities, to quickly assess complex problems, and to develop and implement timely and effective solutions</li> <li>• Effectively convey complex clinical and technical information to project stakeholders across teams internal and external to the organization verbally and in writing and produce high quality reports and documentation</li> <li>• Excellent communication skills (oral, electronic, written)</li> <li>• Strong interpersonal skills for collaborating effectively with a broad range of clinical and technical staff and representatives</li> <li>• Build and maintain positive working relationships with key stakeholders inside and outside of the Practice Transformation Team and AllianceChicago</li> <li>• Strong skills to influence staff, management, and clinicians at all levels and across departments to support improvement initiatives</li> <li>• Strong initiative and ability to work independently as well as in a team environment</li> </ul>

- Detail oriented, with ability to manage time and organize competing priorities
- Discretion, confidentiality, tact, and ability to deal with sensitive data involving patient health information
- Ability to demonstrate excellent judgment, attention to process and detail

**Other Requirements:**

- Highly proficient in all MS Office Suite (Word, Excel, PowerPoint, Visio)
- Comfort and proficiency in using a variety of clinical and business applications

**Education/Training/Experience:**

- Master's Degree in Public Health, Healthcare Administration, Business, or related area, and / or equivalent combination of experience / training
- Formal training in Quality Improvement with familiarity with specific tactics such as Lean, IHI Model for Improvement, interpretation of improvement data and trends over time, A3 thinking, driver diagrams, cycle of improvement, etc. Certification by reputable organization in QI, Process Improvement a plus
- Experience in health care service line improvement
- Experience in business intelligence reporting, data mining, data analysis, and/or statistical analysis
- Three years project management, process improvement, quality improvement or similar experience
- Patient care clinical background and experience a plus

**Working Conditions:**

- General office setting, extensive desk work at computer terminal
- May be required to lift, carry, bend, reach and stand with parcels up to 25 lbs.
- Will work in a multidisciplinary team environment

**ORGANIZATIONAL OVERVIEW:**

Founded by four partner Community Health Centers in 1997, AllianceChicago's three core areas of focus are Health Care Collaboration, Health Information Technology, and Health Research & Education. AllianceChicago supports the use of HIT to improve quality, efficiency, and access to services in a national network of community Safety Net health care organizations. The mission of AllianceChicago is to improve personal, community, and public health through innovative collaboration.

**ADA Statement:** The Americans with Disabilities Act prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, state and local government services, public accommodations, commercial facilities, and transportation. It also mandates the establishment of TDD/telephone relay services.

**EEO Statement:** AllianceChicago believes that all applicants and employees are entitled to equal employment opportunities and maintains a policy of non-discrimination with respect to religion, color, sex, sexual orientation, national origin, age, veteran status, marital status, physical or mental disability, or any other legally protected class in accordance with applicable law, except where a bona fide occupational qualification exists. AllianceChicago will comply with all phases of employment including, but not limited to, hiring practices, transfers, promotions, benefits, discipline, and discharge.

**Disclaimer:** The above statements are intended to describe the general nature and level of work being performed by employees assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel as qualified.