



POSITION: Quality Coordinator

REPORTS TO: Chief Dental Officer

POSITION OVERVIEW:

Under the supervision of the Chief Dental Officer (CDO,) the Quality Coordinator plans, develops, coordinates, implements, and evaluates the quality management and quality improvement activities for the organization as well as overseeing compliance and regulatory functions. Also provides general support to the Dental Director and other members of the management team.

Responsibilities

Clinical Operations

- Work with the CDO, COO, Clinic Managers, providers, support and front office staff to analyze work flows in the front and back office and identify systems changes that maximize productivity and quality care.
- Develop performance improvement methods for quality, service, and efficiency as needed.
- Assist CDO in quarterly randomized chart audits.
- Facilitate Quality Committee meetings as well as Peer Review meetings of providers.
- Audit compliance of quality measures and conduct reports to evaluate them.
- Review safety plan annually and update accordingly.
- Conduct Safety Committee meetings and record proceedings.
- Manage special projects as assigned, such as DTI.

Patient Satisfaction

- Create and coordinate the administration of the Patient Satisfaction Survey. Analyze the results and create a summary report with meaningful graphics.
- Respond to patient grievances and coordinate response from CDO, COO, Front Office Manager, or Development department.

Data/ Reporting

- Utilize Dentrix, the organization's electronic health record system and Tableau, the clinic's data collection program, for reporting and data collection.
- Work with the CDO and providers to optimize the use of EHR functionalities and improve efficiency of charting and patient data collection.
- Develop and maintain systems for measuring patient care and operational outcomes.
- Collect data and report to governmental or funding entities as needed.
- Collect data and report on quality measures such as caries rate at recall and phase 1 treatment completion rates.
- Manage the monthly organizational dashboard.
- Create and complete a dashboard of providers' statistics for quality assurance and improvement.
- Work with Development in collecting data for purposes of grant tracking.
- Assist in preparation for accreditation surveys.

Policies and Procedures

- Coordinate and assist in overseeing HIPAA plan.
- Provide oversight of Quality Management and Risk Management Plan.
- Assist CDO in monitoring and follow up of Incident Reports.
- Assist CDO in reviewing Policies and Procedures annually to update as needed and confirm compliance.
- Coordinate granting and updating of Clinical Privileges for licensed clinical staff.

Community Involvement

- Work with members of the management team and stakeholders in efforts to improve the oral health outcomes of the community.
- Organize, participate in, and report on community events related to oral health. Create communications materials including press releases, media advisories, and editorials for such events as needed.

- Additional responsibilities as assigned.

Qualifications:

- A Bachelor's Degree and 2 to 3 years of experience in a health care setting in either a management or data analysis position.
- Knowledge of quality improvement processes.
- Experience with electronic medical records and/or other advanced computer knowledge.
- Demonstrated ability to organize and manage complex projects, attention to detail and effective oral, written and analytical skills.
- Ability to work collaboratively with clinical and operations staff to demonstrably improve systems and quality of care.
- Ability to manage multiple tasks.

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