



Cow Creek Government Office

Quality Metrics Coordinator

Job Code: 2375
Department: CCH&WC
Location: Roseburg, OR.
Minimum Hourly: DOE

POSITION PURPOSE:

The Quality Metrics Coordinator plays a critical role in ensuring the clinic meets and exceeds the requirements of accrediting agencies and payors. This position is responsible for monitoring, analyzing, and reporting key performance metrics, assisting in data collection efforts, and collaborating with the healthcare team to develop and implement improvement strategies. The Quality Metrics Coordinator supports the organization's mission to deliver high quality patient care by ensuring compliance with performance standards and promoting continuous improvement initiatives.

ESSENTIAL FUNCTIONS:

- Track and maintain performance metrics for various agencies including UHA Quality Metrics, GPRA, and assist with tracking for various grants as needed.
- Collaborate with clinical and administrative staff to gather accurate and timely data.
- Review various reports and programs to analyze trends, identify gaps, and provide actionable insights.
- Create clear, concise summaries of findings and plans of improvement.
- Partner with interdisciplinary teams to design and implement performance improvement initiatives.
- Assist with creating workflows to streamline current processes, maintain awareness of future needs, and develop new workflows as future needs arise.
- Assist with building tools in the EHR to optimize data collection while maintaining efficiency.
- Assist with education to staff on metric-related requirements and best practices for data documentation.
- Complete audits to evaluate effectiveness of process improvements.
- Assist in special projects, audits, or surveys related to quality and performance improvement initiatives.
- Coordinate new employee orientation and monitor completion of mandatory staff training at hire and annually thereafter.

- Serve as the HIPAA security and privacy officer for health services.
- Serves as the lead safety committee clinic team member, ensuring walkthroughs and routine checking of equipment and annual evaluations are completed.
- Serve as an EHR trainer, providing new employee and ongoing staff training, education, and support related to EHR workflows, documentation, and system functionality.
- Conduct routine EHR user access audits to ensure access is appropriate, current, and consistent with assigned job responsibilities and organizational requirements.

QUALIFICATIONS:

- Associates Degree or equivalent education/experience in a healthcare related field.
- Clinical experience in a primary care setting (medical assistant, phlebotomy, RN, etc.) is preferred.
- Proven competency in written and verbal communication skills required
- Advanced skills in MS Word, Excel, Outlook, SharePoint, Publisher, and PowerPoint required.
- Experience with electronic health records.
- Understand, interpret, and apply general administrative, departmental, and internal policies and procedures required
- Knowledge of and ability to interpret guidelines from multiple agencies.
- Demonstrated ability to utilize critical thinking skills and work within the multidisciplinary team to create streamlined workflows.
- Ability to communicate effectively with others.
- Current and valid Oregon Driver's License with the ability to qualify for the Cow Creek Drivers Program required
- Maintain a neat, clean, and well-groomed appearance at all times (specific standards available).