



Eastern Band of Cherokee Indians

QUALITY IMPROVEMENT COORDINATOR RN

Position Description

Program:	Tribal In-Home Care Services	Reports to:	Administrator - RN Tribal In-Home Care Services
Division:	Public Health & Human Services	Position Number:	925618012
Classification:	Non - Exempt	Revision Date:	10/01/2022
Pay Level:	16	Safety Sensitive:	No
PERFORMANCE EXPECTATIONS			

In performance of their respective tasks and duties all employees of the Eastern Band of Cherokee Indians (EBCI) are expected to conform to the following:

- Uphold all principles of confidentiality to the fullest extent.
- Adhere to all professional and ethical behavior standards of the Tribal Government.
- Interact in an honest, trustworthy, and respectful manner with employees, Tribal members, visitors, and vendors.
- Participate in departmental staff meetings, quality management activities and educational programs.
- Embody respect and understanding of EB CI traditions and values.
- Display willingness, initiative, and teamwork, to perform other duties as requested.

POSITION PURPOSE

Responsible for developing and coordinating quality and process improvement, compliance, and educational activities within Home Health services in accordance with federal, state, Tribal, divisional, and program regulations, guidelines, policies, standards and laws.

ESSENTIAL DUTIES, FUNCTIONS, & RESPONSIBILITIES

- Evaluates program, staff, and patient population to determine potential quality and process improvement needs.
- Develops quality and process improvement projects to meet or exceed industry standards within home care.
- Implements and participates in the development of the program's Quality Improvement Plan.
- Analyzes statistical data from CASPER, CMS, the program's EMR and additional applicable primary data sources.
- Develops reports and process/quality improvement projects as indicated upon evaluation of statistical data.
- Develops specific, measurable, attainable, reasonable, and time-based objectives to support the agency in maintaining/exceeding regulatory standards when opportunities for improvement are identified.
- Serves as lead within the process improvement committee. Responsible for preparing/presenting reports of all quality and process data as well as any applicable items as required by the accrediting body, CMS, or other regulatory entity.
- Coordinates quarterly inter-disciplinary chart reviews within the program to ensure accuracy and proper record maintenance.
- Reviews all admission and discharge records, in both electronic and hard-copy format, for completion and tracks/monitors any discrepancies.
- Coordinates with appropriate staff to facilitate chart completion.
- Responsible for the creation, distribution, collection and statistical analysis of staff, physician, and governing body program surveys.
- Prepares report of data and distributes to the administrator, process improvement committee, and others per the direction of the program administrator.
- Serves as infection control coordinator, collecting and analyzing statistical data and reviewing any variances, trends, and opportunities for infectious disease control or prevention within the program and other entities as assigned.
- Prepares and presents infectious disease report monthly for review within the process improvement (PI) committee.
- Participates in the creation & revision of policies & procedures annually and as needed.
- Prepares report of potential changes for PI committee review and approval.
- Prepares annual quality improvement (QI) report in conjunction with program administrator.

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- Assists administrator at annual advisory board meeting & presents PI/QI data upon request.
- Coordinates with EBCI Risk Management to report and track all adverse events, injuries & accidents.
- Maintains log of work-related and workers compensation events.
- Develops annual staff education and training calendar in conjunction with the administrator and supervisors. Maintains calendar and tracks educational requirements of all staff.
- Tracks all required staff licensures/certifications and reports monthly in PI meeting.
- Ensures compliance with regulatory requirements and adherence to evidence-based practice guidelines in conjunction with program leadership, PI committee, accrediting and additional guiding entities.
- Potentially required to assume supervisor/administrator role when those individuals are absent.
- Interprets agency policies and procedures, CMS regulations and accreditation standards as they relate to all of aspects of in-home care programs; this includes OASIS assessment for HH staff.
- Maintains nursing competency and the ability to perform nursing functions when staffing issues arise.
- Responsible for submission of the Home Health Consumer Assessment of Healthcare Providers and Systems data to the reporting agency within the first week of each month.
- Promotes and maintains the highest standard of health care.
- Promotes a calm, positive atmosphere in the clinical field and office setting.
- Maintains a positive morale and healthy work environment.
- Demonstrates the ability to perform clinical functions within the nurse practice act if staffing issues arise. Must be willing to take a patient case load to meet the basic need of each program as it relates to the current patient census.
- Attends continuing education sessions to enhance professional growth with a minimum of 16 hours per calendar year. Expected to obtain continuing education both through in-service training and self-propelled training modules both in-house and on location.
- Acts as an advocate for patients and caregivers at all times.
- In the event of a public health emergency, employee may be reassigned to a duty station to ensure safety and treatment are delivered to the public as quickly as possible.
- Comes to work as scheduled and consistently demonstrates dependability and punctuality.
- may be required to remain at work or report to work during times when admin leave is granted in order to meet the needs of patient's and program operations.

Scope of Supervision:

This position is not responsible for supervising others. Works under the supervision of the TIHCS Administrator.

MINIMUM MANDATORY QUALIFICATIONS

Experience:	Two (2) years of related experience required. Experience in Home Health as well as use of the electronic medical record - point of care.
Education:	Bachelor's Degree in related field required. Equivalent combination of education and experience may be in lieu of degree, with required related experience of an additional: or 3 years with an Associate's Degree in Nursing..
Licenses & Certifications:	Valid, insurable NC Driver's License required. Current unrestricted RN licensure in the State of North Carolina per NC Board of Nursing guidelines, in good standing without a substantiated history of abuse, neglect, misappropriation or violation of patient's rights. CPR/First Aid certification. Must successfully complete the NC Statewide Program for Infection Control and Epidemiology (SPICE) course within 1 year of employment.

KNOWLEDGE, SKILLS, & ABILITIES

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Key Job Knowledge:

- Must have a thorough knowledge of the policies, procedures, and guidelines of EBCI PHHS Division and Tribal In-home care Systems, standards nursing practices, applicable OSHA mandates, and related regulatory controls such as ACHC, CMS, OMA, and DHHS.
- Knowledge regarding home health care with expertise in clinical/coverage issues required.
- Must have an understanding of the EBCI culture, lifestyles, and risk factors.
- Requires knowledge of the geography of the assigned area.
- Knowledge regarding in-home care industry standard and expertise in clinical/coverage and issues required.
- Must maintain current, unrestricted RN licensure, CPR/First Aid and SPICE certifications and proof of automobile liability insurance, without lapse.
- Must be proficient in Microsoft Office Suite.
- Nine (9) to twelve (12) months is required to become proficient in most phases of the job.

Safety/Accuracy Focus:

No information provided in PD.

Key Relationships:

Interact with internal and external customer/clients in a polite and professional manner. Has frequent contact with patients, families, coworkers, and other health professionals wherein tact, courtesy and diplomacy are required to maintain positive relationships. Requires good communication skills, both written and oral. Requires sensitivity to others while dealing with patients and their families who may be under stress while dealing with issues of disease and poor health. Purpose of contact is to exchange information, offer instruction and work together to meet the patient's goals and maintain the integrity of EBCI at all times.

Resourcefulness & Initiative:

Follows well defined Tribal procedures and guidelines. Initiative is required to maintain accuracy, establish work priorities, and meet scheduled timeframes.

Discretion – Confidential Data:

Access to confidential and proprietary data and information which is not known by the public may occur during employment. Exercise excellent professional discretion regarding confidential and proprietary data and information, never disclosing or misusing such information. Must adhere to all Tribal guidelines, EBCI policies and procedures for working with confidential data. The above average degree of discretion is required while handling patient and related medical information. Must comply with federal, state and Tribal HIPAA guidelines, reporting infractions of potential misconduct to the appropriate authorities immediately. Ensure that PHI is maintained at all times across the health care continuum, including those patients who may not receive direct care from TIHCS. Breach in confidentiality could result in criminal charges.

Complexity of Duties:

This position includes completing tasks of varying complexity levels.

Ingenuity and judgment are required to review facts, plan work, deal with facts that are not easily evaluated, interpret results, draw conclusions, and take or recommend action. Must consider patients' needs within compliance with government regulations. Requires a high degree of accuracy in reporting health abnormalities to the patients' providers, and in the documentation of services provided. Undetected errors could have potentially life-threatening results. Government regulations, accreditation standards, and third-party payers require the submitting of accurate patient information to allow for appropriate reimbursement for patient visits. The submission of false or inaccurate information would place the agency at risk for fraudulent claims, resulting in loss of agency certification/accreditation and the clinician's license would be in jeopardy. Extensive Travel Required, locally and nationally.

PREFERRED QUALIFICATIONS

No other preferred qualifications.

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WORK ENVIRONMENT

- Work Environment:** Works in both office and clinical environments, including patient homes, hospital and outpatient clinics. Potential exposure to contagious disease and infection. Must adhere to OSHA standard precautions to maintain a safe work environment. May be required to work holidays, weekends, or other times when administrative leave is granted in order to ensure optimal patient care. Extensive travel required locally and nationally.
- Mental/Visual/
Physical Effort:** Must be able to lift 25 pounds and carry 5 pounds on a repetitive basis. Job duties can be mentally/emotionally stressful at times. Requires the ability to deal effectively with stress. Close mental concentration and attention to detail are required for most activities. Physical activities require the ability to walk, sit, reach, extensive bending and heavy lifting while assisting patients to walk or turn and when transferring patients. Must have visual acuity, manual dexterity, and the ability to speak and hear. Must have a completed fit for duty form noting ability to perform job functions.

OTHER

- Confidentiality:** All employees must uphold all principles of confidentiality to the fullest extent. Sensitive information must be kept secure; a breach of these principles may be grounds for disciplinary action, up to and including immediate termination. A breach in confidentiality could result in criminal charges.
- Background
Investigation:** All employees are required to complete a background investigation. Results of the background investigation will be evaluated against the requirements of the position, and as applicable to federal and state requirements. Candidates must be able to successfully pass all required background checks for data sensitive positions and for those positions subject to a 101-630 background check to ensure compliance with Public Law 101-630 "Indian Child Protection and Family Violence Prevention Act."
- Drug Screening:** All applicants must successfully pass a preemployment drug screening prior to beginning employment. Random drug testing will be carried out based upon position requirements.

Disclaimer: *The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. Employees will be asked to perform other duties as needed.*

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ACKNOWLEDGMENT

I have reviewed the content of the **Quality Improvement Coordinator RN** position description and have been provided a copy of such position description. I certify that I am able to perform the essential functions of this position as outlined in this description.

Employee (printed name)

Employee (signature)

Date

Supervisor (printed name)

Supervisor (signature)

Date