



## **Ritter Center Position Announcement**

Ritter Center is currently recruiting for an **Quality Improvement Manager**. This is a **full-time, Exempt position** reporting to the **Chief Medical Officer**. This role is based in **San Rafael, CA operating out of our Administrative Campus**. Please find full job description below.

### **Position Description:**

The Quality Improvement (QI) Manager is responsible for the overall direction, coordination and implementation of the QI/QA Program for the Ritter Health Center. This will include the collection, management and analysis of quality data and the preparation of quality reports. The individual in this role must be familiar with PCMH accreditation, FQHC operations, and HEDIS reporting. The position requires practical knowledge of tools and techniques of Continuous Quality Improvement, including analysis and interpretation of data in the EHR system (eClinicalWorks). The QI Director will lead and assist in the preparation for all clinical audits and surveys.

### **Job Duties and Responsibilities:**

- Develop, monitor, and present internal quality measures and initiatives
- Oversee and monitor the development and implementation of the QI program
- Submit the Integrated Health Quality Improvement project to Marin Community Foundation
- Submit Interactive Data Submission System (IDSS) to the National Committee for Quality Assurance (NCQA)
- Collaborate on the joint HEDIS activities and reporting
- Coordinate the tracking and reporting of clinical outcomes and follow-up of corrective action plans
- Work with the QI Coordinator to setup and facilitate monthly QI meetings
- Prepare QI reports and statistics
- Review QI tools and surveys and provide technical assistance to clinical staff
- Develop and implement QI/QA calendar of activities to meet clinical primary care goals
- Prepare and submit reports on QI/QA projects to the leadership team

### **Qualifications:**

- Bachelor's degree in Health Systems Management, Nursing, or other relevant clinical degree is required; Master's degree in Health Care Administration, Nursing, or other relevant clinical degree preferred
- Two to three years of experience in quality improvement activities in a community clinic setting is strongly preferred
- Proficient in using eClinicalWorks, Microsoft Office including Outlook, Excel, and PowerPoint

**Responsibilities of all Ritter Center Employees:**

1. Demonstrates a clear understanding of the mission, purpose and philosophy of Ritter Center.
2. Places needs of the patient first at all times. Care management and service delivery are developed with the goals of the patient's healing and support in mind.
3. Adheres to ethical business practices by striving to perform in a manner that conforms to the highest standards of ethical behavior, integrity and honesty.
4. Takes initiative and responsibility for decisions as an individual. Communicates information effectively both verbally and in writing.
5. Maintains confidentiality of all agency and patient related information. Protects patient rights as defined in the patient Bill of Rights.

**Physical Demands:**

The work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee may be required to sit for long periods of time, talk, hear, write, operate a keyboard, and have the visual acuity to read small print and view a computer monitor, reach to the top of a five drawer filing cabinet and lift boxes of no more than 30 lbs. The employee is required to interact with clients, volunteers and visitors both indoors and outdoors.

**Work Environment:**

The work environment characteristics described here are representative of those of a social services agency. Ritter Center's facilities are smoke-free.

**Employment Practices:**

Ritter Center is an Equal Opportunity institution and does not discriminate against any person in employment or in admission, treatment, or participation in its programs and benefits on the basis of race, color, national origin, creed, ability to speak English, disability, sex, age or marital status.

**ADDITIONAL BENEFITS:**

The Ritter Center is committed to providing a robust additional benefit package to complement compensation. This package includes paid holidays, vacation and sick time accrual that increases with tenure, medical insurance with choice of plans, dental insurance, life insurance, disability benefits, flexible spending accounts, a 401K savings account, and an Employee Assistance Program. Additionally, the Ritter Center pays 100% of the employee premium for the medical, dental, and life insurance plans. Additional ancillary benefits are added each year as appropriate.

**TO APPLY:**

*Please email your current resume, as well as a cover letter to Samson Mael at [smael@rittercenter.org](mailto:smael@rittercenter.org).*

*Please also take a look at our current openings on Ritter Center's website. If you have any general questions about careers with Ritter Center, contact us at: [careers@rittercenter.org](mailto:careers@rittercenter.org).*