



## **Quality Improvement (QI) Engagement Coordinator (AmeriCorps VISTA)**

### **Description**

#### **MAJOR FUNCTIONS**

Under the direction of the Quality Improvement Informatics Manager, the Quality Improvement Engagement Coordinator (AmeriCorps VISTA) will support the quality and process improvement efforts of various projects by educating, analyzing data, validating reports, engaging and supporting workgroup and QI department action plans. This may involve evaluating change and its effectiveness, coordinating plans and meetings, follow-up with workgroup stakeholders, data validation, educating staff, and creating resource/training materials generation all to support the standardization of processes and sustaining them.

#### **ESSENTIAL FUNCTIONS**

- Collaborate with stakeholders for improvement and sustainability projects.
- Review and/or generate data in collaboration with QI staff to understand quality and process improvement effectiveness and/or identifying barriers and opportunities to support QI/QA.
- Participate in improvement workgroups to develop and support plans, timelines, goals and action items.
- Generate and present monthly QI project newsletter content in collaboration with QI team and department stakeholders to inform organizations of projects, efforts and outcomes, while soliciting feedback.
- Record and summarize QPAIC meeting notes and disseminate them to stakeholders.
- Coordinate any outreach/educational activities or messaging to staff and/or patients as necessary.
- Support the validation of data in our population health platform to ensure it matches operations and processes.
- Support creating presentations and present any findings, outcomes and ideas to stakeholders where necessary.
- Maintain strict confidentiality of all patient-related information.
- Cultivate positive and productive working relationships with staff and peers.
- Support operational needs as necessary.

#### **ADDITIONAL RESPONSIBILITIES**

- Complete IHI training courses, Azara DRVS training and hands on trainings of processes to understand daily operations to support QA/QI.
- Participate in departmental meetings and additional programming and engagement events for HJAHC's VISTA program.

## **Requirements**

### **EDUCATION & EXPERIENCE**

- High School Diploma/GED
- Bachelor's degree in a related field preferred (e.g., Public Health, Health Education, epidemiology, health informatics) or equivalent experience.

### **Knowledge, Skills, Abilities, and Other (KSAOs):**

- Excellent organizational and communication skills.
- Ability to work collaboratively in a team setting and facilitate training and engagement activities with diverse groups.
- Demonstrated problem-solving skills.
- Analytical skills to assess needs, barriers, opportunities and trends.
- Proficiency in Microsoft Office Suite.
- Professional conduct and demeanor with patients and colleagues.
- Ability to work independently and manage multiple tasks with attention to detail.

### **BENEFITS**

Program Benefits: This is an unpaid position. Participants receive a living allowance, and upon successful completion of service, they have the option to choose between an Education Award or an End of Service Stipend. Additional benefits include training, health coverage\*, childcare assistance if eligible, and a relocation allowance.

Note: As an AmeriCorps VISTA member, this position is a full-time, one-year commitment with a living allowance provided by AmeriCorps VISTA. For more information on the AmeriCorps VISTA program, please visit <https://americorps.gov/serve/ameriCorps/ameriCorps-vista>. For details about AmeriCorps VISTA healthcare benefits, please visit <http://www.vistacampus.gov/healthcare>.