

Health Emergency Lifeline Programs (HELP)/Corktown Health Center (CHC)
1726 Howard Street, Detroit, MI 48216 • (313) 832-3300
Contact: Valentina Djelaj, MSW, Director of Program Services @ vdjelaj@helpoffice.org

JOB TITLE – Data and Quality Coordinator

POSITION SUMMARY: The Data and Quality Coordinator (DQC) will plan, design, implement, and maintain a comprehensive practice of quality management in patient care and client services at HELP and Corktown Health Center. The DQC identifies strategies to meet objectives defined by executive leadership and program/contract requirements. The DQC will work closely with clinicians, program managers, quality committee members, other assigned staff, Client Advisory Board (CAB) members and community partners when appropriate to collect and analyze data in order to address quality concerns, improve performance measures, and to improve health outcomes for patients/clients.

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Serve as the Quality Lead on all Ryan White Program’s quality improvement efforts. This includes:
 - Attending required meetings by the Detroit Health Department and the State regarding quality improvement
 - Developing and monitoring agency’s Quality Plan
 - Coordinating and submitting quality improvement projects assigned by the Health Department
 - Monitoring and reporting of performance measures to all stakeholders
 - Coordinating Quality Committee’s efforts to develop and implement strategies to improve performance measures and health outcomes for clients
- Complete contract required reports.
- Support staff in developing and carrying out quality improvement projects to improve performance measures and health outcomes
- Monitor, abstract, input, and collect data in all systems (CAREWare, evaluation web, etc.) on a regular basis.
- Work with staff across all departments to identify data and reporting needs.
- Report data to clinic staff on a monthly basis. Report data to leadership and program teams as requested.
- Meet with Program Managers on a regular basis to review performance measures and provide support with quality improvement projects. Create and run reports as needed. Support Program Managers with auditing for site visits. Work with Managers to create methods to assess team members’ performances pertaining to quality improvement.
- Coordinate logistics and co-facilitate monthly client advisory board meetings. Assist client advisory board with implementing quality improvement projects to improve health outcomes.
- Conduct quality trainings for staff: Entering data into various systems including CAREWare, evaluation web, Athena, etc.; creating reports in various systems; conducting a root cause analysis; Trauma Informed Care; analyzing performance measures; PDSAs, and other trainings pertaining to quality improvement.
- Collect feedback from clients/patients on an ongoing basis. Coordinate, collect and analyze data from “suggestion box,” surveys, focus groups, and other means of soliciting feedback. Work with

appropriate stakeholders to address concerns through quality improvement initiatives. Report results to stakeholders.

- Develop processes and tools to assess staff education needs. Work with leadership to prioritize education and training needs. Develop orientation and trainings for new staff, interns, residents, and other partners that work within HELP/CHC. Schedule and communicate trainings as well as maintain records of staff education and competencies.
- Actively review and manage data outcomes to identify opportunities for quality improvement.
- Ensure complete, accurate, timely and consistent abstraction according to the standards of various regulatory and accreditation agencies.
- Identify and advance issues such as workflow processes, forecasting, scheduling, quality activities, etc.
- Review and improve processes of service delivery across the agency.
- Coordinate and support efforts to promote improved clinical outcome measures.
- Develop and deliver clinical documentation trainings.
- Demonstrate and continually apply independent critical thinking skills.
- May have direct contact with patients/clients to gather feedback and assist in coordinating care.
- Other duties as assigned.

REQUIRED EDUCATION AND EXPERIENCE:

- Master's degree in public health, social work, nursing, or related field required. Additional degree and licensure requirements may be beneficial. Extensive professional experience may be considered in lieu of degree requirements.
- A minimum of 3 years' experience in health care, public health or a related field experience required.

SUPERVISORY RESPONSIBILITIES

This position will not supervise staff directly but may supervise interns.

TRAVEL

This position may require local travel as well as limited in-state and out of state travel.

SALARY RANGE & BENEFITS

- Commensurate with experience.
- Benefits include paid time off, agency recognized holidays, medical, vision, dental, disability and life insurance after 90 days, subject to agency and insurance eligibility criteria.

SCHEDULE & WORKING CONDITIONS

This position is full time, predominantly during business hours Monday through Friday and may require some evening and weekend hours. The position is based in Detroit. Work is generally performed within the office environment and includes significant in person, phone and email

contact with staff, patients/clients, funders and the general public. This position reports to the Chief Operating Officer.

HELP/CHC is an Equal Opportunity Employer and values a diverse workforce. HELP/CHC does not discriminate on the basis of age, race, color, religion, national origin, gender, gender expression, gender identity, sexual orientation, genetic information, veteran status, physical or mental disability and any other categories protected by applicable federal, state or local law. Applicants who identify as LGBTQ+ and those who represent minority and/or underserved communities are strongly encouraged to apply.