

Job Description Clinical Quality Liaison

Title: Clinical Quality Liaison

Description:

The Clinical Quality Liaison role is to provide consultation, education and direction to western Colorado organizations and providers to support the adoption of health information technology, health information exchange and promote innovative uses of electronic health information. The areas of focus are on practice transformation and the transition to value-based payment models. Additionally, the Clinical Quality Liaison assists QHN participants in the analysis and transformation of workflows to allow for more effective care processes to occur in acute, ambulatory, and long term care settings. The position includes developing relationships with prospective and current QHN participants to leverage the utilization of QHN systems to improve care coordination and patient outcomes.

General duties include some travel to regional communities, public presentations, securing various agreements for program participations, assessments, training and analysis, user training, team member participation, problem resolution and achievement of established goals. Electronic data entry of progress to targets is required. Communication, organization and process skills are essential.

Responsibilities

The Clinical Quality Liaison performs the following duties:

- Develop relationships with prospective and current QHN participants to leverage the utilization of QHN systems to improve care coordination and patient outcomes.
- Advise and consult with QHN participants and QHN staff in the evaluation and deployment of EMR systems, connection of those systems to QHN infrastructure, deployment of population health and data analytics systems.
- Will help establish and manage collaborative relationships with social service organizations, community, business, consumer, government and clinical leaders to present and enhance clinical transformation and care processes.
- Care coordination and transitions are strategically implemented in communities to maximize the use of QHN.
- Has a solid understanding of QHN and how it works.
- Works with practice team(s) to move practice(s) to identified goals.
- Has knowledge of Meaningful Use, MACRA, MIPS to assist practices through the phases to attestation and changes in payment models.

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- Enters monthly statistics in the shared database so that KPI's and other statistics can be extracted.
- Utilizes Customer Relations Management tools effectively and efficiently to minimize duplication and wasted efforts in communication with colleagues within the organization.
- Works positively with colleagues in all departments, sharing job duties as needed to assist urgent matters to completion as needed in a crisis.
- Other duties, as assigned, may be determined.

Position Requirements

Formal Education & Certification

- Bachelor's degree in clinical health care field required, Masters preferred.
- 2-3 years work in a medical practice or closely related medical field is preferred
- Actual use of an EMR would be a plus.
- Must have a current, unencumbered Colorado driver's license.

Knowledge & Experience

- Current working knowledge of outpatient medical practice workflow is required.
- Knowledge of HIPAA and patient privacy rules
- Working knowledge of current computer technology, good keyboarding skills, and productivity tools including Microsoft Office.
- Experience in presenting to groups and/or teaching preferred
- Work in a business development setting preferred
- Working knowledge of how to gather, analyze, and organize data for meeting business requirements.
- Good understanding of the organization's goals and objectives.
- Knowledge of and demonstrated customer relations that exceed expectations.

Personal Attributes

- Excellent written, oral, and interpersonal communication skills.
- Ability to present ideas in business-friendly and user-friendly language.
- Highly self motivated and directed, with keen attention to detail.
- Good analytical and problem-solving abilities.
- Critical thinking skills
- Able to prioritize and execute tasks in a high-pressure environment.



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- Very strong customer service orientation.
- Experience working in a team-oriented, collaborative environment.
- Must have a high tolerance of ambiguity and have the ability to self-direct in such an environment.

Work Conditions

- Sitting for extended periods of time.
- Standing for extended periods of time.
- Driving for extended periods of time.
- Conference calls for extended periods of time.
- Dexterity of hands and fingers to operate a computer keyboard, mouse, and to handle other computer components, including projector.