Overview

Job Profile Name: Director of Clinical Quality Informatics for Regulatory Performance - Enterprise

Job Profile Summary

The position will direct all planning, reviewing and controlling activities of the clinical quality informatics team under the Quality Patient Safety & Infection Control (QPSIC) leadership. This leadership role is directly accountable for timely and accurate submission of clinical quality measures to MHHS Internal physician committees, the Centers of Medicare and Medicaid, The Joint Commission and other key regulatory agencies; will drive the design, testing and building functions of the components within the electronic information systems that will achieve the accurate performance of quality measurement across the Memorial Hermann System; responsible for assisting Executives in developing the current and future roadmap for all QPSIC reporting including manual abstraction and electronic submission; able to be an expert resource for multiple departments and outside vendors to advance MHHS in the electronic capture and reporting of all quality data directly from the HER; able to identify clinical quality measures improvement opportunities based on evidence based clinical practices and statistical analysis of current practice patterns; accountable for review and analysis of clinical quality measures data to identify opportunities for improvement; Identifies subject matter experts and core teams, facilitates implementation plans, oversees control or monitoring plans, shares best practices to allow for local as well as system-wide learning; and collaborates with system-wide councils and/or committees to share knowledge leading to optimal outcomes for the collection, reporting and reliability of clinical quality data to local and federal agencies. In addition, this position will participate in external government and private agencies to represent the interests of MHHS related to manual and electronic regulatory reporting of quality metric; exemplifies change agent responsibilities using tools and techniques to effectively transition physicians, nurses and administrative staff from the current state of retrospective analysis of quality metrics to the future state of real-time data analysis to assist in performance improvement and improved patient care using the technologies related to health information systems; and demonstrate knowledge of system strategies and techniques involved in a large, complex multi-facility organization.

Job Description

Minimum Qualifications:

1. Education: Master’s degree in nursing (MSN) or healthcare related field required. Plan to achieve Master’s degree, or one in progress, will be accepted.
2. Advanced degree or certificate in Clinical Informatics required.
3. Experience: Minimum of seven (7) years of healthcare experience in a large, fast paced, complex environment with at least three (3) years supervisory experience in that setting.
4. Minimum of three (3) years assisting organizations and / or departments with workflow redesign and transformation initiatives.
5. Minimum of two (2) years in performance improvement or other quality management program required.
6. Experience in clinical informatics, project management, quality improvement methods and tools, and electronic health records.
7. Licenses/Certifications: Healthcare Quality Certification (CPHQ) required or obtained within twelve (12) months of employment.
8. American Credentialing Center Certification for Nursing Informatics required (waved for non-nursing candidates)
9. Working knowledge of computer coding languages and their application to electronic quality measure specifications.
10. Knowledge of relational database concepts
11. Working knowledge of robust process improvement techniques.
12. Expertise in clinical quality measures requirements compliance and leading practices.
13. Experience in analyzing, researching, documenting and implementing clinical workflows that lead to exceptional results and value to system users
14. Demonstrated positive relationships when interacting with internal and external resources
15. Demonstrated record of bringing projects and requests to successful, sustaining conclusions
16. Exceptional communication and interpersonal skills
17. Demonstrates commitment to the Partners-in-Caring process by integrating our culture in all internal and external customer interactions; delivers on our brand promise of “we advance health” through innovation, accountability, empowerment, collaboration, compassion and results while ensuring one Memorial Hermann.

**Principle Accountabilities:**

1. Directs activities for proactively identifying and/or validating opportunities for electronic capture of clinical quality data related to all areas within the Quality Patient Safety and Infection Control (QPSIC) department
2. Directs and manages the organization’s approach to transition manual data abstraction to automated data abstraction for all quality measures to meet internal performance metrics and external regulatory requirements.
3. Drives electronic data capture for MHHS quality measures and integration of tools into the Electronic Health Record (EHR) to optimize workflow and data capture
4. Directs and manages the data collection, aggregation and analysis of data, using appropriate analytical techniques
5. Ensures that quality measurement (manual and automated) activities are timely, accurate and data and/or reports are reliably submitted to meet regulatory requirements
6. Provides up to date clinical and technical expertise in clinical quality measures criteria and compliance requirements
7. Collaborates with key stakeholders and leadership throughout MHHS to assure accurate quality measurement to meet regulatory and performance metrics is consistent, standardized and reliable
8. Collaborates with MHHS Information Systems Department, Medical Informatics and Clinical Informatics Department’s leadership to help achieve the goals and vision set forth by MHHS leadership in the collection, reporting and improvement of all clinical quality measurement
9. Participates in governmental regulatory committee meetings to represent the interest of MHHS and advocate for the MHHS clinical staff related to rules, regulations and policies
10. Participates in professional organizations related to quality and clinical informatics
11. Seeks out opportunities for MHHS to participate in local and national initiatives related to clinical quality measurement
12. Participates in local MHMD community physician committees as assigned to represent the interests of the QPSIC department
13. Keeps MHHS executive leadership up-to-date on local and national initiatives being proposed for future quality measurement especially as it pertains to direct reporting from the EHR
14. Effectively set priorities, plan and manage multiple projects and requests
15. Manage project and request budgets that support strategic and tactical plans
16. Assures that revenue, expenses, contribution margin and FTE’s meet or exceed budget; prepares and submits budget and related reports; forecasts and accurately projects expenses; takes corrective action to address negative variances; identifies and proposes capital budget items appropriately.
17. Effectively identify and communicate key issues and concerns; exceptional judgment on determining when situations can be independently solved versus those that need escalation
Overview

Inactive No

Effective Date 09/06/2017

Date of Last Change 07/16/2017 08:34:12.503 AM

Job Profile Name Manager of Clinical Quality Informatics - System

Include Job Code in Name Yes

Job Profile Summary
This System Manager Clinical Quality Informatics Specialist (M-CQIS) is directly responsible for leading all activities and functions related to electronic capture of clinical quality data. The M-CQIS will need to be knowledgeable in current quality reporting metrics as it applies to electronic Clinical Quality Measurement (eCQM), Patient Safety & Outcomes and Infection Prevention; Responsible for managing the quality informatics specialist team that will support MHHS transition to electronic quality reporting to meet quality objectives and regulatory reporting requirements. Collaborate with Information Systems Department leadership, facility clinicians and administrative leaders to identify opportunities and guide quality measurement activities to achieve high reliability performance and MHHS goals in exceeding regulatory requirements related to quality performance. Apply the theories and principles of clinical informatics to the design of electronic tools to assure patient safety and prevent adverse patient outcomes by clinical use of the EHR and clinical decision support rules. Lead and manage multiple project teams, coordinates work assignments and performs complex problem resolution as identified. The manager will drive change management as it relates to clinical workflows and the electronic health record and play a key role in representing the Quality Patient Safety & Infection Control (QPSIC) department at facility and physician leadership meetings. In addition, the M-CQI will manage and coordinate the agenda for the e-Quality MHMD Community Physician Committee (CPC).

Job Description

Minimum Qualifications:

1. Education: Master’s degree in nursing (MSN) or healthcare related field required. Plan to achieve Master’s degree, or one in progress, will be accepted.
2. Formal education in clinical informatics required.
3. Knowledgeable of quality measure reporting and clinical informatics
4. Experience: Minimum of five (5) years in acute hospital setting.
5. Minimum of two (2) years in a leadership role.
6. Minimum of two (2) year experience in clinical performance improvement or other quality management program with knowledge of clinical quality measures requirements compliance and leading practices.
7. Project management experience required.
8. Licenses/Certifications: Healthcare Quality Certification (CPHQ) required or obtained within twelve (12) months of employment.
9. American Credentialing Center Certification for Nursing Informatics preferred.
10. Ability to analyze large, complex data sets to determine areas lacking in performance and to manage robust performance improvement activities.
11. Knowledge of computer coding language.

12. Knowledge of HL7 Quality Data Model computer algorithms a plus.

13. Knowledge of relational database concepts a plus.

14. Working knowledge of robust process improvement techniques.

15. Exceptional presentation and verbal communication skills.

16. Knowledge of principles and processes for providing customer service. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.

17. Demonstrates commitment to the Partners-in-Caring process by integrating our culture in all internal and external customer interactions; delivers on our brand promise of “we advance health” through innovation, accountability, empowerment, collaboration, compassion and results while ensuring one Memorial Hermann.

**Principle Accountabilities:**

1. Manages, assigns and coordinates all work assignments for quality informatics team.

2. Evaluates quality informatics specialist team performance and the effectiveness of clinical education programs, providing recommendations for improvement.

3. Proactively identify and/or validates opportunities for the system QPSIC department to transition quality abstraction data to electronic data capture directly from the Electronic Health Record (EHR).

4. Manage the organization’s approach to educational and training activities related to clinical quality measurement to meet quality objectives and regulatory requirements.

5. Lead the quality informatics department’s development of training manuals, multimedia visual aids, and other educational materials related to clinical quality measures.

6. Work closely with Medical Informatics, Clinical Informatics and Information Systems Departments in the development, testing, implementation and evaluation of electronic clinical quality measurement.

7. Identifies workflow related issues and potential effects of changes in the EHR on all other MHHS departments (i.e. Business Office, Coding, Case Management, etc.).

8. Maintain up to date clinical and technical knowledge in clinical quality measures criteria and compliance requirements.

9. Demonstrate the ability to lead or influence others positively to achieve desired work results.

10. Participate in the establishment of department quality objectives and benchmarks related to electronic data capture. Coordinates the implementation of effective tools with the EHR to measure performance against these standards.

11. Remains visible and accessible to all key stakeholders, seeking input and feedback on services and electronic clinical quality
measures initiatives.

12. Controls and reduces costs, and ensures that controllable expenses meet or exceed budget; forecasts operational needs, submitting a complete and timely budget; review budget reports and takes corrective action to address negative variances.

13. Ensures safe care to patients, staff and visitors; adheres to all Memorial Hermann policies, procedures, and standards within budgetary specifications including time management, supply management, productivity and quality of service.

14. Promotes individual professional growth and development by meeting requirements for mandatory/continuing education and skills competency; supports department-based goals which contribute to the success of the organization; serves as preceptor, mentor and resource to less experienced staff.

15. Other duties as assigned.
Overview

Inactive No
Effective Date 09/06/2017
Date of Last Change 07/16/2017 08:34:11.668 AM
Job Profile Name Senior Clinical Quality Informatics Specialist

Include Job Code in Name Yes

Job Profile Summary
This Senior Clinical Quality Informatics Specialist (CQIS) will need to be knowledgeable in current quality reporting metrics as it applies to electronic Clinical Quality Measurement (eCQM), Patient Safety & Outcomes and Infection Prevention; will act as the primary resource for leading changes as it relates to Quality, Patient Safety and Infection Control (QPSIC) and the use of the Electronic Health Record (EHR) in reporting quality data to all regulatory agencies; will drive collaborative projects involving EHR teams, clinical quality Informaticist, facility clinicians and leaders; will be a key driver for identify opportunities to achieve high reliability performance and meet MHHS goals of exceeding regulatory requirements related to quality performance; will interact directly with facility directors and managers to assure clinical workflow redesign and EHR quality documentation tools are optimized; and will use their knowledge in quality and informatics to apply these principles to MHHS quality reporting and design of electronic tools to assure patient safety and prevent adverse patient outcomes through use of the EHR and clinical decision support rules. This position leads project teams, coordinates work assignments and performs complex problem resolution as identified; designs training plans, conducts and evaluates training sessions for end-users and QPSIC staff; and may lead or support project management activities required to deliver business-oriented, valuable and relevant solutions.

Job Description

MINIMUM QUALIFICATIONS:

Education: Bachelor’s degree in Nursing (BSN) or equivalent healthcare related Bachelor degree required. Master’s degree in nursing (MSN) or healthcare related field preferred.
Experience: Minimum five (5) years in acute hospital setting, including five (5) years of direct contact with clinician computer entry required. Minimum of two (2) years in a leadership role required. Previous experience in applied systems development required. Minimum of two (2) years in clinical performance improvement or other quality management program with knowledge of clinical quality measures requirements compliance and leading practices preferred. Project management experience a plus.

Licenses/Certifications: Advanced certification in Clinical Informatics required. Healthcare Quality Certification (CPHQ) required or must obtain within twelve months of employment. American Credentialing Center Certification for Nursing Informatics preferred. Demonstrated knowledge of quality measure reporting and clinical informatics. One year experience preferred in clinical performance improvement or other quality management program with knowledge of clinical quality measures requirements compliance and leading practices. Working knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects. Knowledge of principles and processes for providing customer service. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction. Ability to analyze large, complex data sets to determine areas lacking in performance and to drive robust performance improvement activities. Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform via written, oral, and visual media. Working knowledge of robust process improvement techniques. Demonstrates commitment to the Partners-in-Caring process by integrating our culture in all internal and external customer interactions;
delivers on our brand promise of “we advance health” through innovation, accountability, empowerment, collaboration, compassion and results while ensuring one Memorial Hermann.

**Principle Accountabilities:**
Test and evaluate new or modified informatics solutions, data structures, and decision-support mechanisms to support patients, health care professionals, and their information management and human-computer and human-technology interactions within the context of patient safety and quality measurement.
Analyze and interpret EHR data to improve end-user interface design and quality outcomes.
Apply knowledge of computer science, information science and clinical informatics theory to clinical practice in collaboration with key stakeholders to assure accurate quality data capture and reporting.
Develop strategies, policies or procedures for introducing, evaluating or modifying information technology applied to clinical practice that will impact quality, patient safety and infection control.
Identify, collect, record or analyze data that are relevant to the capture of quality data elements.
Read current literature, talk with colleagues, and participate in professional organizations or conferences to keep abreast of developments in quality and informatics.
Provide consultation to QPSIC content experts regarding EHR tools and interfaces that are used to document quality elements.
Disseminate information about informatics science and practice to internal QPSIC staff members.
Maintains up to date clinical and technical knowledge in clinical quality measures criteria and compliance requirements.
Demonstrates the ability to lead or influence others positively to achieve desired work results.
Provides regular, consistent feedback to all constituencies on the measurable results achieved through education and presentation.
Ensures safe care to patients, staff and visitors; adheres to all Memorial Hermann policies, procedures, and standards within budgetary specifications including time management, supply management, productivity and quality of service.
Promotes individual professional growth and development by meeting requirements for mandatory/continuing education and skills competency; supports department-based goals which contribute to the success of the organization; serves as preceptor, mentor and resource to less experienced staff.
Other duties as assigned.
The Clinical Quality Informatics Specialist (CQIS) will require in-depth knowledge of current CMS core measures and the electronic clinical quality measures (eCQMs); will lead the planning, reviewing and controlling of all activities and functions of clinical transformation, providing ongoing managerial leadership to facilitate the capture of all quality documentation in the Electronic Health Record (EHR); and collaborate with MHHS facility clinical and administrative leaders in developing, and implementing processes designed to assist clinical staff in achieving optimization and full adoption of the eCQM electronic health record (EHR) modules. In order to perform this job, the role requires an ability to clearly communicate how quality measures apply to the clinical staff’s workflow and lead the changes required to capture the required documentation in the EHR; and translate process and workflow decisions into educational materials, leveraging change management and adult learning principles. This position will be assigned to specific facilities based on region and will require moderate travel between facilities and corporate offices when needed. This position will work closely with other Quality Patient Safety and Infection Control staff to develop a standardized approach to development of a system-wide approach for current and future electronic clinical quality measures.

**MINIMUM QUALIFICATIONS:**

**Education:** Bachelor degree in nursing (BSN) or equivalent health care related Bachelor’s degree required.  

**Experience:** Minimum of five (5) years in acute hospital setting, including three (3) years of direct contact with clinician computer entry required.  

Previous experience in applied systems development required.  

Minimum of two (2) years preferred in clinical performance improvement or other quality management program with knowledge of clinical quality measures requirements compliance and leading practices preferred.  

**Licenses/Certifications:** Advanced certification in Clinical Informatics required or must obtain within twelve (12) months of employment.  

Healthcare Quality Certification (CPHQ) required or must obtain within twelve (12) months of employment.  

American Credentialing Center for Nursing Informatics preferred.  

Working knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups.  

Knowledge of principles and processes for providing customer service. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.  

Knowledge of media production, communication, and dissemination techniques and methods.  

Working knowledge of robust process improvement techniques.  

Ability to use Microsoft Office programs and specialized educational development software. Ability to analyze large, complex data sets to determine areas lacking in performance and to drive robust performance improvement activities.  

Superior written and verbal communication skills.  

Ability to effectively work with all levels of the organization.  

Demonstrates commitment to the Partners-in-Caring process by integrating our culture in all internal and external customer interactions; delivers on our brand promise of “we advance health” through innovation, accountability, empowerment, collaboration, compassion and results while ensuring one Memorial Hermann.
Principle Accountabilities:
Drives the designing, building and testing of electronic health record (EHR) components that support the capture and reporting of all current and future electronic clinical quality measures.
Proactively identifies and/or validates opportunities for eCQM education.
Serves as resource person in area of all regulatory and inpatient quality measure reporting.
Evaluates performance of eCQM education course participants (physician and nursing staff) according to identified criteria.
Collaborates physicians, nurses, and other professionals to identify problems, find and implement solutions, and communicate the findings to the Quality Patient Safety and Infection Control leadership.
Works to promote adoption and create sustainability of the EHR quality components through multi-disciplinary teams and create an infrastructure for reporting quality information.
Drives change management activities related to adoption of the EHR and changes in clinical workflow.
 Leads development of training manuals, multimedia visual aids, and other educational materials related to clinical quality measures.
Provides instruction according to defined course outline, utilizing principles of education appropriate to needs of the target population.
Identifies follow-up needs of participants and facilitates meeting those needs.
Maintains up to date clinical and technical knowledge in clinical quality measures and core measure criteria and compliance requirements.
Ensures safe care to patients, staff and visitors; adheres to all Memorial Hermann policies, procedures, and standards within budgetary specifications including time management, supply management, productivity and quality of service.
Promotes individual professional growth and development by meeting requirements for mandatory/continuing education and skills competency; supports department-based goals which contribute to the success of the organization; serves as preceptor, mentor and resource to less experienced staff.
Other duties as assigned.