

APPLY IN PERSON AT:
Human Resource Department
2630 West Mason Street
Green Bay, WI 54303



A good mind. A good heart. A strong fire.

OR MAIL TO:
Human Resource Department
P.O. Box 365
Oneida, WI 54155-0365

APPLY ONLINE AT:
<http://oneida-nsn.gov>

Phone: (920) 496-7900
Fax: (920) 496-7911

SECOND POSTING OPEN TO ALL APPLICANTS

POSITION TITLE: Clinical Quality Improvement Coordinator
POSITION NUMBER: 02064
DEPARTMENT: Nursing
LOCATION: 525 Airport Drive, Oneida WI
DIVISION: Comprehensive Health
RESPONSIBLE TO: Director of Nursing
SALARY: E6 \$52,855/Annually NEGOTIABLE)
CLASSIFICATION: Exempt
POSTING DATE: September 13, 2021
CLOSING DATE: Until Filled
Transfer Deadline: September 20, 2021
Proposed Start Date: As soon as possible

EQUAL EMPLOYMENT OPPORTUNITY STATEMENT

The Oneida Nation does not discriminate on the basis of race, color, national origin, sex, religion, age or disability status in employment or the provision of services. However, individuals of Indian ancestry and Veterans will be given preference by law in initial employment or re-employment.

POSITION SUMMARY

Under direct supervision of the Director of Nursing, is responsible for the accuracy, validity, analysis and production of clinical quality measures for all clinical care areas; designs new or improve existing databases for the tracking and trend identification for all quality care issues and will conduct investigations and submit recommendations for resolution of any trends identified. Maintains confidentiality of all privileged information. Continuation of this position is contingent upon funding allocations.

DUTIES AND RESPONSIBILITIES:

1. Assesses patient's condition and nursing needs; sets goals and utilizes appropriate nursing actions to achieve goals.
2. Foster an environment that measures performance through data collection of the organization. Data must be aggregated and analyzed for trends.
3. Assess current performance of the organization in all clinical areas.
4. Establish and make recommendations to management the process improvement of the organization to assure quality health care and improved customer (internal and external) satisfaction.
5. Ensure ongoing, proactive quality assurance programs are developed, identified, and implemented to reduce unanticipated adverse events and safety risks for patients.
6. Review quality of care issues and cases as required in coordination with the Medical Director and Director of Nursing.
7. Implement and interpret quality assurance standards in all clinical areas of Comprehensive Health to ensure quality care to all patients.
8. Ensure appropriate care is provided to patients in all clinical care areas. Work with all supervisors to analyze, monitor, and assure high levels of performance.
9. Review quality assurance standards, study existing policies and procedures, and interview personnel and patients to evaluate effectiveness of quality assurance programs.
10. Conduct patient satisfaction surveys to determine level of patient satisfaction in all clinical care areas.
11. Conduct assigned clinical oriented standards and survey methods.
12. Develop activities associated with the identification and implementation of standards for use by the facility and other relevant entities in ongoing quality assessment and improvement activities to seek accreditation.
13. Provide clinical support for the design, development, and implementation of standards and survey methods.
14. Coordinate, compile, analyze, and communicate the results of development activities completed by advisory groups and other work groups, including field reviews and/or field engagements for testing and evaluation activities.
15. Mentor staff in areas requiring clinical knowledge/experience and serve as clinical resource to non-clinical staff.

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DUTIES AND RESPONSIBILITIES: (Cont.)

16. Explore other accreditation agencies such as Accreditation Association for Ambulatory Health Care (AAAHC), Malcolm Baldrige and prepare facility for Joint Commission on Accreditation of Healthcare Organizations (JCAHO) accreditation.
17. Ensures strict confidentiality of records.
18. Contributes to a team effort and accomplishes related results as required.
19. Performs other duties as assigned.
20. Adhere to all Tribal Personnel Policies and Procedures, Tribal Standard Operating Procedures, and Area and Program Strategic Plans and Policies.
21. Maintain strict department security, confidentiality, and quality to meet professional standards of the department.
22. The above duties and responsibilities are not an all-inclusive list but rather a general representation of the duties and responsibilities associated with this position. The duties and responsibilities will be subject to change based on organizational needs and/or deemed necessary by the supervisor.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:

1. Regularly required to sit and walk; use hands and arms; and talk or hear.
2. Occasionally is required to stand; and stoop, kneel, crouch, or crawl and occasionally lift and/or move up to twenty-five (25) pounds.
3. Work is generally performed in a medical office or hospital setting with exposure to potentially dangerous materials and situations that require following extensive safety precautions and may include the use of protective equipment and exposure to blood borne pathogens. Exposure to latex products on a routine basis.
4. Evening and/or weekend work may be required.
5. Extended hours and irregular shifts may be required.
6. A Tuberculosis (TB) Screening and/or a two (2) step TB Skin Test is required within thirty (30) days of employment.

STANDARD QUALIFICATIONS:

1. Knowledge of applicable Oneida, federal, state, county and local laws, regulations, and requirements.
2. Knowledge of JCAHO, HIPPA, Workers Compensation, OSHA, Federal, State and Local regulations.
3. Knowledge of clinical indicators and standards of care within a multi-specialty clinic is required.
4. Knowledge of current principles, methods and procedures for the delivery of nursing procedures and quality of care.
5. Knowledge of patient care charts and patient histories.
6. Knowledge of current and emerging trends in technologies, techniques, issues, and approaches in area of expertise.
7. Knowledge of CPR and emergency medical procedures.
8. Knowledge of related accreditation and certification requirements.
9. Knowledge of clinical operations and procedures.
10. Knowledge of health education theory and practice.
11. Ability to inform and communicate verbally and in writing in diverse and challenging situations with the ability to process information effectively, identify and define problems, and make objective decisions.
12. Ability to clearly communicate medical information to professional practitioners and/or the general public.
13. Ability to communicate effectively in the English language, both verbally and in writing.
14. Ability to establish and maintain professional relationships with individuals of varying social and cultural backgrounds and with vendors and co-workers at all levels.
15. Ability to maintain confidentiality.
16. Ability to foster a cooperative work environment.
17. Ability to work both independently and in a team environment.
18. Ability to exercise sound judgment in decision making.
19. Ability to gather data and prepare reports and materials.
20. Ability to communicate technical information to non-technical personnel.
21. Strong customer service orientation.
22. Ability to delegate and provide feedback when appropriate.
23. Skill in preparing and maintaining patient records.
24. Skill in operating business computers and office machines, including in a Windows environment, specifically Word, Excel, Access, and presentation software (such as PowerPoint).
25. Skill in analyzing problems, projecting consequences, identifying solutions, and implementing recommendations.
26. Must adhere to strict confidentiality in all matters. **(Must sign a confidentiality statement prior to employment.)**
27. Must complete Health Insurance Portability and Accountability Act (HIPAA) training within thirty (30) days of employment and annually thereafter.

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STANDARD QUALIFICATIONS: (Cont.)

28. Must be willing and able to obtain additional education and training.
29. Must pass a pre-employment drug screening. Must adhere to the Nations Drug and Alcohol-Free Workplace Policy during the course of employment.
30. Must pass a background security check with the Oneida Nation to meet the Employment Eligibility Requirements, Tribal/State Compact and/or Oneida Nation Gaming Ordinance as they pertain to the position. A temporary license or Gaming License issued by the Oneida Gaming Commission is required as a condition of employment and continuing employment within the Oneida Nation Gaming Division.
31. A valid driver's license or occupational driver's license, reliable transportation and insurance is required. Must obtain a Wisconsin driver's license or occupational driver's license within thirty (30) days of employment if applicant has an out-of-state driver's license. Must be authorized as eligible to operate a Personal and Tribal vehicle under the Oneida Nation's Vehicle Driver Certification and Fleet Management Law prior to actual start date. Must maintain driver's eligibility as a condition of employment.

PREFERRED QUALIFICATIONS:

Applicants please clearly state on the application/resume if you meet these qualifications.

- 1.

MINIMUM QUALIFICATIONS:

Applicants please clearly state how you meet these qualifications on the application/resume.

1. Bachelor's Degree in Nursing or related field, Wisconsin's Licensed Registered Nurse, two years patient care experience in a medical setting, one (1) year experience working with Quality Assurance and Accreditation of health care organizations; equivalent combination of education and experience may be considered.

ITEMS TO BE SUBMITTED:

1. **Must provide a copy of diploma/degree, license, or certification upon employment.**