

## Job Posting

### Position: Clinical Quality and Performance Improvement Coordinator (CQPI)

Kaniksu Health Services, based in Sandpoint, is a federally-qualified community health center, serving the citizens of Bonner and Boundary Counties with clinics in Sandpoint, Ponderay, Priest River, and Bonners Ferry.

We are seeking a **Clinical Quality and Performance Improvement Coordinator (CQPI)** to join our team. The North Idaho Panhandle is a four-season recreation paradise, with friendly folks, little traffic, an abundance of amenities, and excellent schools. Leave the hustle and bustle of the city behind and come live, work, and play in one of the most beautiful small towns in the northwest!

## Job Summary

The **CQPI Coordinator** reports directly to the Director of Clinical Quality and Performance Improvement and will work the CQPI team, clinical teams and leadership to facilitate the successful implementation of clinical quality initiatives through data reporting and analytics, chart audits, workflow process evaluation and improvement, continual data validation and by acting as champion representative of initiatives while representing the Clinical Quality and Performance Improvement Team.

This position supports the KHS Leadership Team and the KHS PCMH Teams in ensuring the provision of high quality primary health care to KHS patients.

## Qualifications

- Bachelor's Degree in analytics, business, medical field OR Medical Assistant Certification with a strong propensity for analytics or equivalent combination of education related work experience in a clinical practice field or in an ambulatory care clinic position preferred
- Advanced Microsoft Office Suite experience required.
- Experience with excel required; must possess the ability to manage and manipulate spreadsheets, basic formulas, pivot tables and/or v- lookups.
- Experience with Microsoft Visio and process mapping strongly preferred but can train a confident user of Microsoft Products.
- Knowledge and experience utilizing an electronic health record preferred.
- Ability to establish and maintain effective, courteous working relationships with patients, staff team members and others
- Ability to organize, prioritize and problem-solve
- Excellent verbal communication skills required
- Must be a self-starter, motivated and goal oriented
- Must have a positive attitude and adapt well to change
- Must be able to effectively manage and organize time

Medical, Dental, Behavioral Health, Pediatrics: 6615 Comanche Street, Bonners Ferry, ID 80805, (208) 263-7101

Medical, Dental, Behavioral Health, Pediatrics: 30410 Hwy 200, Ponderay, ID 83852, (208) 263-7101

Medical, Behavioral Health, Pediatrics: 6509 Hwy 2, Priest River, ID 83865, (208) 263-7101

Pediatrics, Behavioral Health: 420 N. 2nd Ave, Sandpoint, ID 83864, (208) 265-2242

VA Clinic: 420 N. 2nd Ave, Sandpoint, ID 83864, (208) 263-0450

Administrative Offices: 301 Cedar St #206, P.O. Box 2160, Sandpoint, ID 83864, (208) 263-7101

[www.kaniksuhealthservices.org](http://www.kaniksuhealthservices.org)

## Duties and Responsibilities

- Assist with information gathering and data organization via the use of NextGen, i2i Systems and Microsoft Excel.
- Assist in patient outreach projects; including but is not limited to developing reports, generating mailing lists, assisting in the production of education materials for patients, and managing the successful preparation of mailings.
- Edit and analyze spreadsheets within Microsoft Excel. Maintain accurate, up-to-date documentation of all active quality programs. Identify errors in data and/or opportunities for improvement.
- Work directly with members of the CQPI team to aid in the implementation of clinic programs to improve clinical quality measures and reach internal quality goals.
- Assist with PCMH and Patient Experience initiatives which may include some work outside of normal business hours and can include assisting in patient focus groups, data entry and analyzing results of patient survey data, assisting in facility updates as needed, visiting clinics to deliver assistance in i2i reporting or to identify potential problem areas.
- Assist the CQPI team and clinical teams to run PDSA cycles and effectively document new business processes, new protocols or policy changes.
- Assist in data validation projects with other members of the CQPI to ensure a high level of data integrity within our EHR and i2i systems as it pertains to clinical quality measures.
- Learn to run standardized reports and input data into tracking spreadsheets.
- Seeks information to ensure current knowledge on federal programs, reporting requirements and upcoming healthcare initiatives.
- Assist in other project, tasks, and meetings as needed to meet company goals and initiatives.

To apply please send a resume to [mforge@kaniksuhealthservices.org](mailto:mforge@kaniksuhealthservices.org). For more information please visit <http://www.kaniksuhealthservices.org>.

Equal Opportunity Employer Minorities/Females/Protected Veteran/Disabled

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