



## JOB POSTING

TITLE: CONTINUOUS QUALITY IMPROVEMENT (CQI) MANAGER  
REPORTS TO: DIRECTOR OF PRIMARY CARE  
STATUS: PART-TIME or FULL- TIME  
LOCATION: ANTIOCH or RICHMOND, CA/ HYBRID  
PAY: \$65,000 - \$75,000.00/YEAR

### **OUR MISSION & VISION**

The Brighter Beginnings mission to “*support healthy births and successful development of children by partnering with parents and helping to build strong communities*“, gains its strength and aspiration from our core belief and vision that, *“Every family matters, and every child deserves a happy, healthy future.”*

### **OUR HISTORY**

Brighter Beginnings is a 501c3 nonprofit organization and has been responding to the needs of families in underserved communities since 1984 when our work began in response to the alarming differences in mortality and illness rates among African American babies compared to other children.

Brighter Beginnings has grown into a respected and well-connected organization with locations in Oakland, Richmond, Bay Point, and Antioch. We have a multi-cultural, bi-lingual staff of passionate and committed family-service professionals; in fact, many of our staff came to this work because of the challenges they faced in their own families.

### **POSITION SUMMARY**

The CQI Manager will help lead efforts and ensure the success with the proposed milestones. Increase engagement and provide more resources that combine the expertise of our Behavioral Health practice with our providers who have expertise in pregnancy and women’s health, and who also have been trained in SUD interventions. Additionally will spearhead the clinic’s data analysis, reporting, and quality improvement initiatives. Duties include utilizing our EHR and other tools to prepare data reports, project managing quality improvement activities, and fostering a data-driven, improvement-focused culture. This role requires ongoing collaboration with cross-functional stakeholders and external vendors.

### **QUALIFICATIONS:**

1. Bachelor's degree (B. A.) from four-year College or university or equivalent in business, nonprofit or public health administration; and two years program assistance and/or administrative experience and/or training; or equivalent combination of education and experience.
2. Clinical experience or credentials such as: MA/ CMA, LVN, RN, Bachelors or Masters in public health preferred.
3. Strong writing, analytical, prioritization and project management skills. This includes familiarity with, or eagerness to learn, project management techniques such as Plan-Do-Study-Act cycles, project trackers, failure analysis, etc.
4. Advanced computer skills including use of G-Suite, Google applications including Google Sheets and Google Docs, and other modes of data analytics.
5. Experience working in healthcare.
6. Experience working with electronic health records; or, at minimum, a strong technical background. Experience with eClinicalWorks preferred, but not required.
7. Ability to work independently with minimal supervision and to manage multiple priorities.
8. Exceptional communication and interpersonal skills with a high degree of diplomacy and tact.
9. Demonstrates team leadership qualities, able to both lead and be part of teams.
10. Problem-solving mindset focused on finding solutions through research and resources.

11. Models the qualities of an individual successfully performing in a learning organization: reflects honestly on individual and organizational work and looks for indicators of both success and areas for improvement; communicates both appreciations and concerns clearly and respectfully to team members; strives to continually grow professionally and personally.
12. Models inquiry and dialogue, creating a safe environment in which to explore the meaning of data and alternative approaches, and embraces creative tension.
13. Capable of understanding and overcoming different cultural and language obstacles to provide solutions that satisfy training and quality objectives.

## **RESPONSIBILITIES:**

### **Quality Improvement Lead**

1. Champion and execute Quality Improvement initiatives throughout the clinical organization. Examples include:
  - a. Retrieve data reports using eBO and eCW reporting systems and audit reports for accuracy
  - b. Training providers and staff on Clinical Quality Measures and explaining how to document correctly in the EHR to have our reports reflect the care we render
  - c. Participating in national learning collaboratives and webinar series about Quality Improvement
  - d. Engaging with our HCCN and its projects
  - e. Monitoring CQI outcomes
  - f. Update CQI operating procedures as needed
  - g. Developing strategies and programs to improve care utilizing methodologies like Plan-Do-Study-Act, 5-Whys, iterative improvement, etc.
  - h. Taking creative approaches to piloting, and then expanding, quality improvement projects in areas of focus for our organization as determined by HRSA, our HCCN, and leadership
  - i. Utilizing the Patient-Centered Medical Home as template for projects to improve
  - j. Maintaining registries for chronic disease management and in collaboration with the nursing staff
  - k. Preparing presentations and materials for recurring Quality Improvement Committee meetings
  - l. Ensuring the implementation of the CQI Plan and maintaining the CQI Plan in collaboration with the Clinic Director and Board
2. Prepare and share data with internal and external stakeholders
  - a. In partnership with EHR System Admin and other Leads, prepare all clinical data for UDS, OSHPD, and Title X data reports
  - b. Prepare and report on CQMs and other data using tables, graphs, and presentations appropriate to the intended audience
  - c. Assign charts to providers
  - d. Partner with EHR System Admin in the ongoing maintenance of EHR reporting systems
  - e. Ensure all CQI assessments are conducted
  - f. Distribute peer reviews to providers
3. Patient satisfaction
  - a. Monitor responses as they come into eCW for informal complaints and issues (both Primary Care and BH surveys)
  - b. Create Patient Satisfaction Reports using results and present to leadership, admin, and quality improvement staff
  - c. BB Newsletter - Lead
4. Extensive cross-functional collaboration with:
  - a. Clinical providers and nurses
  - b. Medical assistants and site leads
  - c. The Brighter Beginnings administrative team

- d. External consultants, both contracted and rendered through our HCCN
- e. External consortia/associations working in quality improvement

## **BHI Project Management**

1. Overall goal of our BHI program:
  - a. Increase engagement and provide more resources to our patients that combine the expertise of our Behavioral Health practice with our providers who have expertise in pregnancy and women's health, and who also have been trained in SUD interventions.
2. Lead internal team of providers and staff to ensure successful completion of BHI program milestones
3. Create and send quarterly and annual milestone and invoice reports to CCHP
4. Create and send annual measure report to CCHP
5. Continuously track BHI clinical measures throughout the year to assess progress in program
6. Facilitate and lead weekly care team meetings
7. Conduct primary care and behavioral health patient and provider surveys each quarter
8. Facilitate and ensure distribution of allocated funds in grant to providers
9. Provide trainings to new providers and staff on BHI program
10. Track BHI appointments and ensure patients are being screened in compliance with BHI measures
11. Ensure behavioral health providers review patients' treatment plans monthly and revise as needed
12. Ensure effective collaboration between behavioral health and primary care teams
13. Research additional resources as necessary, such as adding more service providers
14. Review patient records for progress and increase engagement efforts for patients who require more support
15. Ensure practice tracks and reaches out to patients who are not improving
16. Analyze engagement strategies for effectiveness and implement changes if indicated
17. Provide support with recruitment efforts of additional BH providers
18. Apply for initial PCMH accreditation

## **SUPERVISORY RESPONSIBILITIES**

This position may supervise interns or volunteers.

## **OTHER JOB REQUIREMENTS**

Job requires passing a background check, passing a TB, Physical Exam, provide updated vaccination records, Hepatitis B vaccination, Covid vaccine and annual flu vaccination.

## **SPECIAL ADA REQUIREMENTS**

Brighter Beginnings is in full compliance with the Americans with Disabilities Act (ADA) and does not discriminate with regard to applicants or employees with disabilities, and will make reasonable accommodations when necessary.

1. For the purposes of ADA, the "Responsibilities" and "Qualifications" are essential job functions.
2. Work is normally performed in a typical interior/office work environment, with typical office noise and other disruption.
3. Limited physical effort is required.
4. Both standing and sitting are required, with most of the job time spent sitting. Approximately three-quarters of the time is spent using a computer keyboard.
5. Various types of equipment/supplies are used to accomplish the job requirements and include, but are not limited to, pens, pencils, calculators, computer keyboards, telephone, printers, etc.
6. Required to drive to other work sites for meetings, conferences, etc.

## **BENEFITS**

Competitive wages, friendly environment, two weeks of vacation (increase after 1 year of employment), 13 paid holidays; sick leave; employer-paid health, dental, vision, life and disability insurance; optional employee-paid dependent health

coverage available, 403b retirement account, FSA, Transit Benefit and EAP. Employees working full-time will receive these benefits.

**APPLY**

If you're interested in this position, please email resume to [jobs@brighter-beginnings.org](mailto:jobs@brighter-beginnings.org) or apply on indeed. Please make sure to subject the email with the position title that you are applying for.