

Bullhook Community Health Center (BCHC) is an equal opportunity employer. BCHC shall, upon request, provide reasonable accommodation to otherwise qualified individuals with disabilities.

Job Title: Director of Quality and Revenue
Supervisor: CEO
Salary Range: \$71,271.00 - 101,615.40

Department: All
Supervises:

Job Overview:

The Director of Quality and Revenue (DOQR) leads the vision of Bullhook Community Health Center (BCHC) with oversight and support to department managers to ensure goals and objectives are met. In partnership with C-Suite the DOQR explores and implements opportunities to expand services to reach a wider patient population. The DOQR oversees the clinical optimization, and data analytics team. The DOQR also assists in the planning, development, and direction of Patient Centered Medical Home (PCMH) processes and procedures to ensure ongoing certification and successful performance on quality data metrics for QA/QI, PCMH and UDS performance measures and oversees the development and implementation of Quality Assurance/Quality Improvement programs.

All employees will exhibit the following behavioral traits: *Integrity and Trust*

An individual is widely trusted and can present information and discuss situations in an appropriate and helpful manner, keeps confidences, admits mistakes, does not misrepresent him/herself for personal gain. Is respectful in action and communication with clients, patients and staff.

Mission Integration

Adheres to the organization's mission during times of ease or challenge, is dedicated to the expectations and requirements of the mission and vision, acts in line with the values identified by BCHC.

Team Relations

Understands and supports the team approach and integrated model of BCHC. Is seen as a team player, cooperative and supportive of his/her coworkers, and practices what he/she preaches. Can be candid with peers and fosters open dialogue. Creates a feeling of belonging on the team and holds self and team accountable to those behaviors.

Essential Job Responsibilities:

1. Works collaboratively with members of C-Suite to assure achievement of annual business and strategic goals and objectives.
2. Seeks to improve and implement the strategic plan for operations.
3. Works collaboratively with the CFO to identify needs and develop operational budgets.
4. Works with C-Suite, Medical and BH Clinical Operations Manager and Dental Clinic Operations Manager to monitor and improve processes and outcomes of care and to drive consistent quality improvement.
5. Responsible for BCHC's Quality Improvement, Emergency Preparedness, and FTCA Risk Management programs.
6. Assists with efforts for corporate compliance, risk management and quality improvement, including PCMH certification.

7. Responsible for working with the Medical and BH Clinical Manager and Dental Clinical Manager in monitoring the clinical performance of the EHR; oversees updating the systems and testing and implementation of new components; identifies priorities for new EHR initiatives. Become an EHR super-user and trainer. Assist with support tickets in the EHR.
8. Ensures all regulatory and/or grant-related training requirements are met and documented.
9. Maintains knowledge of current resources, legislative, and program changes relevant to PCMH and QI/QA initiatives.
10. Works collaboratively with C-Suite to ensure compliance with Health Resources and Services Administration Section 330 Grant Funding (HRSA) requirements and reporting; including Uniform Data System (UDS), budget period renewals, audits, Federal Financial Report (FFR) and any other submissions required for compliance.
11. Provides operations reports for the BCHC Board of Directors regarding the activities of BCHC.
12. Works closely with the C-Suite, Medical and BH Clinical Operations Manager, and Dental Clinic Operations Manager to ensure alignment with BHCH goals and objectives.
13. Performs duties with accuracy and punctuality.
14. Analyzing where funding can be developed and expand on funding opportunities.
15. In partnership with C-Suite, explores and implements opportunities to expand services to reach a wider demographic while meeting the HRSA requirements and maintaining financial solvency.
16. Provides leadership, conflict resolution, motivation and promotes teamwork of employees in achieving agency goals.
17. Familiarity with, adheres to, and ensures employee manuals, job descriptions, BHCH policies and procedures, manuals, OSHA, HIPAA, and CLIA regulations are maintained and followed by every staff member.
18. Responsible for completing various special projects/events, which may require reviewing and analyzing information, identifying problems, recommending solutions and writing reports.
19. Performs a variety of other duties as assigned, which may include but are not limited to: directing or participating in special projects and events, conducting research, representing BHCH at meetings and conferences, and attending continuing education and training events.

Knowledge, Skills and Abilities:

Knowledge and understanding of:

- Healthcare leadership and management principles.
- State of Montana's budgeting, accounting policies and regulations.
- Principles and procedures of accounting and budgeting.
- Federal grant regulations pertaining to Community Health Centers.
- Medicaid and Medicare billing practice.
- Medical and dental insurance billing.
- Best practice in patient collections.
- Supervisory principles and practices.
- Human Resource policies and procedures and related state and federal statutes.

- Safety procedures and practices.
- Healthcare and governmental financial management.
- Grant writing with thorough researching, developing, and monitoring skills.

Skills in:

- Personnel administration
- Decision making and effectively solve problem solving.
- Decision making which may have moderate to major impact on the operation of the program and/or agency.
- Effective communication and presentation skills with diverse populations and demographic backgrounds.
- Establishing effective working relationships with other BCHC departments, employees, Federal and State agencies, private agencies, and the general public.
- Working independently and being self-motivated while performing job requirements.
- Time management and organization.
- Computers are used to manage data to meet essential job requirements.
- Customer service.
- Effective written and verbal communication.
- Intermediate to advanced skills in Microsoft 365 Windows, Internet.

Ability to:

- Provide leadership.
- Maintain confidentiality.
- Work independently and plan projects.
- Communicate effectively orally and in writing.
- Observe required work hours.
- Demonstrate punctuality.
- Adapt to changes in the work environment, managing competing demands, changes approach or method to best fit the situation.
- Deal with frequent change, delays and unexpected events.
- Work flexible schedules to accommodate organizational needs, may include some evening or weekend hours.
- Adhere to a high degree of confidentiality and sensitivity towards patients involved.
- Work independently with little direction but also work as a team.
- Read and comprehend materials.
- Analyze and compile information.
- Occasionally lift up to 50 pounds.
- Pass a criminal background check.
- Meet established timelines and/or deadlines.
- Observe established lines of authority.
- Identify problems that adversely affect the organization and its functions.

- Offer suggestions for improvements.

Education/Training/Qualifications:

Education/Training:

- Bachelor's degree in business, administration, healthcare or closely related field with two (2) years of experience in healthcare administration required and master's degree preferred;
- Experience in a Federally Qualified Health Center or Healthcare setting preferred.

Certifications:

- Valid Driver's License.

Computer:

- Intermediate to advanced software knowledge in Microsoft 365 and the ability to learn and adequately operate BCHC software applications.

Language Skills:

Fluent in the English language. Ability to read, analyze, and interpret the most complex documents. Ability to respond effectively to the most sensitive inquiries or complaints.

Physical Requirements:

- Physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.
- The employee is regularly required to sit and use hands and fingers to provide care for patients and operate a computer.
- Frequently it is required to reach with hands and arms.
- Must occasionally lift and/or move up to 40 pounds while transporting equipment and supplies.
- Specific vision abilities required by this job include close vision and looking into monitors for extended periods of time and ability to adjust focus which permits the employee to perform computer procedures, and to produce and review a wide variety of documents, correspondence, reports and related materials in both electronic and printed form.
- Clarity of speech and hearing that permits the employee to communicate well with others.
- Mobility that permits the employee to move about in a variety of building settings; Personal mobility that permits the employee to enter, operate and exit motor vehicles and travel to other clinic sites.

Working Conditions:

- Work in DOQRs in climate-controlled environment 95% of the time.
- OSHA Exposure Category #2 (*The normal work routine involves no exposure to blood, body fluids, or tissues, but exposure or potential exposure may be required as a condition of employment.*)

Work Hours:

- Full-time, Exempt. Typically, a 40-hour workweek.

The specific statements shown in each section of this description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to perform the job successfully.

Signatures

My signature below indicates the statements in the job description are accurate and complete.

Immediate Supervisor	Title	Date
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CEO Review	Title	Date
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My signature below indicates that I have read this job description.

Employee	Title	Date
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Bullhook Community Health Center truly believes that each employee makes a significant contribution to the exceptional care of our patients and the health of our community. That contribution is not limited by assigned responsibilities.

This position description is designed only to outline primary duties, qualifications, and scope, but not limit employees or BCHC to the work identified. It is our expectation that each employee will work together as a team treating one another with respect as well as offer his/her services wherever and whenever necessary and continually contribute to ensure the integrity of our team and provide the best possible care for our patients.