



Wallowa County Health Care District

JOB TITLE: Clinic Quality and Accreditation Coordinator

FLSA STATUS: Non-Exempt- Non-Union

DEPARTMENT: WMMC

DATE: February, 2025

REPORTS TO: Medical Clinic Executive

APPROVED BY: Medical Clinic Executive

JOB SUMMARY:

The Clinic Quality and Accreditation Coordinator plays a vital role in ensuring compliance with accreditation and quality improvement standards in the clinic. This position is responsible for collecting, analyzing, and maintaining accurate data to support quality initiatives and regulatory requirements. The coordinator collaborates with clinic leadership to develop and refine reports necessary for continuous quality improvement efforts. The position also ensures compliance with Rural Health Clinic (RHC), Patient-Centered Primary Care Home (PCPCH), and other accreditation requirements or emerging regulatory standards. The coordinator develops spreadsheets, creates data visualizations, and prepares reports to assist with decision-making and performance improvement initiatives. Additionally, this role provides administrative support for clinic meetings, including preparing documentation and tracking action items. Performs all duties in a manner which promotes team concepts and reflects the mission and philosophy of Wallowa County Health Care District.

MISSION, VISION & VALUES:

The successful candidate(s) must share and demonstrate through job performance (and will be evaluated on) the ability, willingness and successful application of support for the Mission, Vision and Values of the District:

Mission: To provide premier Health Care

Vision: To be a recognized leader in mission focus, quality care, and fiscal strength
Values: Compassion, Respect, Integrity, Quality, Stewardship, and Family

ESSENTIAL DUTIES & RESPONSIBILITIES:

Includes the following and other duties may be assigned.

- Analyzes and problem solves issues with EHR data and reports.
- Handles contact with physicians, other department directors, consultants and leadership by phone or in person. Provides information and assistance with quality improvement efforts, as able.
- Arranges for and coordinates meetings and other commitments for the clinic including scheduling, preparing meeting notices, developing meeting materials.
- Analyzes reports, identifying data duplicates or other errors.
- Gathers data from data sources.
- Documents processes and maintains data records.
- Adheres to best practices in data analysis and collection.
- Develops reports for other departments as needed.
- Performs data entry and maintains collected data.
- Organizes data in logical ways for ease of interpretation.
- Aggregates and analyzes large amounts of varying data in an efficient manner.
- Resolves data queries within set timelines.
- Prioritizes data analyst projects and works on multiple projects simultaneously.
- Exercises discretion and independent judgment with respect to matters of significance in carrying out duties.
- Oversees and/or arranges special projects. Engages primarily in the performance of office work.
- Maintains confidentiality in all aspects of work.
- Acquires reports from electronic health record for analysis and creates spreadsheets of data as needed.



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QUALIFICATIONS & EXPERIENCE:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- High school diploma or equivalent education required. College degree preferred.
- Minimum two (2) years administrative support experience required. Healthcare experience strongly preferred.
- Ability to type 65 wpm, short hand or note taking ability required.
- Proficiency in Microsoft Office Suite including, Outlook, Word, Excel, Publisher, PowerPoint required.
- Ability to extract, compile and assimilate data from electronic health records strongly preferred.
- Must be able to work harmoniously with others, be flexible and adaptable, resourceful and a teamplayer.
- Must be organized and prioritize competing tasks as needed.
- Must have accurate English language skills with the ability to edit correspondence as well as prepare drafts for directors upon request.
- Must be able to work with minimal supervision.
- Must be able to use good discretion and judgment as well as be able to maintain full confidentiality as issues arise.

CORE COMPETENCIES:

- Compassion – Welcomes, mentors and receives new team members. Shows concern for the welfare of others.
- Respect – Manages conflict with respect and dignity for others. Attempts to address issues before escalating.
- Integrity – Owns professional development and seeks self-development. Uses good judgment in resolving job problems. Generates and evaluates alternative solutions and makes effective and timely decisions.
- Quality - Pays close attention to detail. Strives to achieve excellence in all things.
- Family – Creates and participates in a team environment. Applies effective interpersonal and problem- solving skills when responding to coworkers, patients and visitors.

POSITION SPECIFIC COMPETENCIES:

- Clerical: Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
- Customer and Personal Service: Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction. Actively looking for ways to help people.
- Writing: Communicating effectively in writing as appropriate for the needs of the audience.
- Time Management: Managing one's own time and the time of others.
- Knowledge of Medical Terminology.

WORK ENVIRONMENT:

This position requires motor coordination and finger dexterity needed for office machines, filing and handling supplies. Physical mobility within a hospital/clinic setting required. Maintains a professional appearance.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

WCHCD CODE of CONDUCT & CONFIDENTIALITY STATEMENT:

As an employee of Wallowa County Health Care District (WCHCD) you must agree to abide by the following code of Conduct/Confidentiality Statement.



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I understand and agree that in the performance of my duties I must hold medical information in confidence. I understand that any violation of the confidentiality of medical information may result in punitive action. I will at all times protect the safety of our patient/residents understanding that they are our “customers” and the reason for our employment. I will avoid any and all personal conflicts of interest as it relates to my position at this facility. I agree to abide by the dress code for WCHCD. I will not use any of the assets of WCHCD for personal use. I will abide to all rules and regulations of the State of Oregon and the United States in relation to the operation of a medical facility. I will treat my co-workers at all times in a professional & courteous manner. I will strive to always work as a team player with my co-workers. I agree to report any perceived medical/facility operation noncompliance issues immediately through the compliance reporting process.

I have read and understand the above job description.

Employee Signature

Date