



Title: Program Coordinator, Quality

Reports to: Senior Manager, Quality

Classification: Individual Contributor

Location: Boston (Hybrid)

Job description revision number and date: 3.0; 04/24/2023

Organization Summary:

Community Care Cooperative (C3) is a 501(c)(3) non-profit, Accountable Care Organization (ACO) governed by Federally Qualified Health Centers (FQHCs). Our mission is to leverage the collective strengths of FQHCs to improve the health and wellness of the people we serve. We are a fast-growing organization founded in 2016 with 9 health centers and now serving hundreds of thousands of beneficiaries who receive primary care at health centers and independent practices across Massachusetts. We are an innovative organization developing new partnerships and programs to improve the health of members and communities, and to strengthen our health center partners.

Job Summary:

This position provides coordination and support to the organization's Quality Program with a primary focus on Quality Performance Management and Population Health Reporting/Analyses. The Coordinator will also support quality improvement initiatives, administrative coordination, and collaborative work, as assigned. This position reports to the Senior Manager, Quality.

Key Responsibilities

- **Quality performance data governance and data management:** This position will support the quality team's ongoing data governance efforts and help ensure internal and external partners have access to reliable, timely, useful, and accurate data. The position will support the management of quality performance data through root causes analyses, quality assurance, tracking and resolving issues, monitoring of performance trends, etc.
- **Quality performance and population health reporting support:** This role will support the quality performance and population health reporting activities including data entry and validation; creation and distribution of reports; and training and education on reporting tools and resources. The coordinator will be knowledgeable on quality measure specifications, clinical documentation requirements, and reporting elements. The coordinator will support the development of reports and presentation materials on performance findings and trends.
- **Quality improvement:** support the quality team in identifying possible areas for improvement, as evidenced by trends in performance data. The Coordinator will support improvement efforts, as assigned.
- **Administrative and project coordination:** support the quality team in meeting program goals and deliverables through administrative and project coordination, as assigned.
- **Cross-functional collaboration:** Support the quality team in meeting organizational and programmatic goals through the coordination of collaborative work across C3, health centers, and partners.
- Other duties as assigned.



Required Skills:

- 2+ years' of relevant experience, preferably in healthcare or public health
- Bachelor's Degree preferred or appropriate experience in lieu of education
- Must communicate clearly and succinctly in writing and verbally across multiple tiers of the organization, from leadership to individual providers and health center staff
- Must have a strong commitment to quality assurance and exceptional customer service
- Proficiency in Microsoft Applications (Outlook, Word, PowerPoint, Excel)
- Excellent attention to detail
- Ability to juggle multiple priorities in a fast-paced environment
- A strong commitment to the organization's mission
- Must be able to remain in a stationary position 50-75% of the time

Desired Other Skills:

- Working knowledge of HEDIS, Medicaid and or Medicare quality measures highly preferred
- Familiarity with population health reporting and analytics platforms/EMRs
- Working knowledge of quality improvement approaches and tools
- Adept at communicating with a range of technical personnel
- Familiarity with federally qualified health centers
- Familiarity with Mass Health ACO Program
- Self-starter; exercises high degree of initiative, judgement, discretion and decision making to achieve objectives
- Performs with great integrity and produces accurate work with close attention to detail, especially in the completion of final deliverables to internal and external stakeholders
- Experience with anti-racism activities, and/or lived experience with racism is highly preferred

Qualifications:

- Bachelor's Degree preferred or appropriate experience in lieu of education

***** In compliance with Covid-19 Infection Control practices per Mass.gov recommendations, we require all employees to be vaccinated consistent with applicable law. *****