

FLORIDA HEART ASSOCIATES, PL
QUALITY INITIATIVES DEPARTMENT
QUALITY INITIATIVES ANALYST

POSITION TITLE: Quality Initiatives Analyst

REPORTS TO: Quality Initiatives Director

GENERAL DUTIES: Assists in the maintenance of all quality, advanced care information, clinical improvement, resource use and cost initiatives promulgated by regulation, third party payors, or administration. Works with Florida Heart Associates' physicians, physician assistants, nurse practitioners and administration to fulfill those requirements. Assist in implementing new requirements as they develop.

TYPICAL PHYSICAL DEMANDS: Requires full range of body motion. Requires periods of prolonged sitting, some bending, stooping and stretching. Requires eye-hand coordination and manual dexterity sufficient to operate a computer keyboard, photocopier, telephone and other office equipment. Requires normal range of hearing and eyesight to perform general office duties. Works in an office environment. Works under demanding conditions and deadlines.

ESSENTIAL DUTIES: Critical features of this job are described under the headings below. They may be subject to change at any time due to reasonable accommodation or changes in health care law.

1. Direct Messaging maintenance: Daily utilize the direct message application in the EMR to save transfer of care (TOC) documents into the patients' electronic record that we receive in from referrals or the hospital.
 - Send direct messages with TOC document attached to physicians to which we refer.
 - Maintain the Direct Message directory.
 - Fax TOC documents to physicians that do not have a direct message address.
2. Order maintenance: Daily mark quality initiative orders as done where needed to maintain the EMR's ability to track those orders as being completed.
3. Responsible for assisting the providers daily in maintenance of the patients Clinical Dashboard. Correct any visible errors in data and enter a reminder sticky note where needed that a quality measure needs addressed.
4. Patient Portal maintenance: Daily monitor patient portal and assist patients when needed. Participates in developing programs to engage patients to utilize the portal.
5. Assist in analyzing quality reports and troubleshoot any drops in data numbers to maintain quality program requirements.
6. Assist in educating other departmental staff as changes to their roles occur in completing requirements. Re-assess workflow to make sure data is being captured correctly.

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7. Work with Software Company on application additions or troubleshooting errors when needed. Learn the EMR (GEMMS One) software to assist staff. Learn the technical knowledge to make changes in the system. Facilitates changes needed by the physicians and staff, either by accumulating the knowledge or working closely with software staff to make those changes.
8. Assist Director in interpreting new laws and the best way to incorporate them into the practice. Keep up to date on current and future changes in health care quality programs.
9. Assist in physicians with their continued education requirements for licensure. Maintain their CE Broker accounts.
10. Ability to enter and interpret data; generate appropriate reports and communication to those impacted within FHA
11. Assist in the development and implementation of data collection systems that optimize efficiency and data quality
12. Acquire and maintain data from primary and secondary sources and maintain databases/data systems
13. Identify, analyze, and interpret trends or patterns in data sets
14. Filter and “clean” data, review computer and other reports, printouts, and performance indicators to locate and correct data integrity issues.
15. Work closely with the Director to prioritize information needs
16. Apply practices for effective communication and problem-solving
17. Management may add or reassign additional duties and responsibilities to this position as needed.

MENTAL REQUIREMENTS:

- Knowledge of cardiac terminology, medications and diagnosis a plus.
- Ability to apply critical thinking skills in relation to pertinent data from patient records into quality measure outcomes. Attention to detail a must.
- Ability to utilize computer knowledge and skills to enhance job performance.
- Ability to establish and maintain effective working relationships with patients and all office and medical staff.
- Ability to communicate clearly.
- Familiarity with electronic medical records a plus.
- 1-2 years of working with Excel or other data systems, including formulas, calculations, charts, graphs. Proficiency in Microsoft Office and data management programs.

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- Ability to work independently and as part of a team.
- Demonstrated leadership potential.
- Excellent communication skills.

EDUCATION: Graduate of a nursing, direct patient care, or analytical program a plus.

EXPERIENCE: Two years of medical office or other clinical experience. Experience working with data and data systems a plus.

CERTIFICATION/LICENSE: LPN, RN, Associate Degree in Nursing, Informatics, etc.