



## **QAPI Assistant**

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**Job Title:** QAPI Assistant  
**FLSA Classification:** Non-Exempt  
**Department:** QAPI  
**Supervisor:** QAPI Manager/ Center Manger

### **JOB SUMMARY:**

Under supervision and in collaboration with QAPI Manager and QAPI consultant, incumbent will utilize his/her analytical and administrative skills to perform a wide variety of administrative activities relating to programs for the elderly, including developing data and tracking tools, analyzing data, presentation of the data in graphs, charts, etc. The incumbent may also be requested to provide consultative services, program planning, development, analysis and evaluation of work plans.

### **ESSENTIAL JOB FUNCTIONS:**

- Compile data, trends, and reports quality data in the following areas: patient care, safety, risk management, infection control, outcomes, customer satisfaction, and other areas as assigned.
- Assist QAPI Coordinator on daily documentation to assure documentation is complete and consistent with care and reflects legal requirements as well as internal policies.
- Attend PACE Participant Assurance Committee and Quality Assurance and Program Committee Meetings and assist with minute taking as well as presenting data for on-going work plans to QAPI Committee.
- Assist with one or more key processes, which may include, but are not limited to, quality, regulatory and risk management functions: Quality Reviews, State Reports, Peer Review, and other accreditation, Risk Management, Quality Projects and issues.
- Enter Level 1 data into HPMS monthly under the direction and supervision of QAPI Coordinator and Clinic Supervisor.
- Participate in monthly webinar with PrimeSuite, PACELogic, and Cognify to learn updates to health plan software to utilize them to maximum potential to produce and extract data.
- Uses quality management tools and measurements to monitor standards, processes, and outcomes of care.



- Works in collaboration with other all FresnoPACE supervisors, providers, front-line staff and organizational departments to design, implement and evaluate care delivery initiatives.
- Works in collaboration with all FresnoPACE supervisors, providers, front-line staff and organizational departments to review and interpret quality management data feedback and then make appropriate changes to improve outcomes of care.
- Facilitates meetings to gather input and provide feedback to all FresnoPACE supervisors, providers and front-line staff regarding care initiatives and outcomes of care.
- Actively participates in the creation, update and ongoing testing of business continuity and disaster recovery planning and preparation.
- Willingness, as a learner, to do routine or detailed work in order to learn the practical application of administrative principles; demonstrated capacity for development as evidenced by work history, academic attainment, participation in school or other activities, or by well-defined occupational or vocational interests.
- Willingness and ability to accept increasing responsibility.
- Willingness to travel as needed.

#### **ABILITIES:**

- Plan and coordinate projects within a team environment to provide diverse in-put and share knowledge resulting in a cohesive, timely, finalized work product.
- Analyze program data to ensure program performance and compliance.
- Learn current electronic medical records system and formulate recommendations for adjusting system produce data.
- Will need to be open to learn a variety of software utilize by health plan to extract data to assist in reports for internal and external use.
- Establish and maintain positive working relationships with co-workers and external customers to provide quality and comprehensive services to older adults, adults with disabilities, their families and caregivers.
- Prepare written products to communicate information to CMS and DHCS in regards to programs and services that the center is providing for participants.
- Conduct research and analysis on aging-related issues to make recommendations to improve aging network services.
- Speak effectively as demonstrated through verbal communication techniques with both co-workers and external customers to disseminate information.
- Follow procedures to ensure compliance with CMS and DHCS requirements.
- Write effectively by using proper spelling, grammar, punctuation, and sentence structure in order to communicate effectively.
- Use computer software, including databases, to produce written products, conduct research, analyze data, and communicate with others.



- Protect confidential and sensitive information obtained through the course of completing assignments to ensure privacy and security of personal information and the integrity of Department programs and services.
- Prioritize tasks in order to meet deadlines.
- Gather and analyze data; reason logically, draw valid conclusions and make appropriate recommendations; read comprehensively; follow oral and written instructions; develop cooperative and harmonious relationships with local administrators and others contacted during the course of the work.

### **KNOWLEDGE:**

- Knowledge of data analysis to ensure program performance and compliance.
- Knowledge of aging issues and trends to maintain, improve, and expand service delivery to older adults, adults with disabilities, their families and caregivers.
- Some general knowledge of regulations, policies, and other laws related to services for older adults and adults with disabilities to use as a resource when providing guidance, monitoring program compliance, and developing policies.
- Knowledge of project management skills in order to ensure completed staff work.
- Basic knowledge of federal, state, and local aging networks and community resources in order to maintain, improve, and expand service delivery to older adults, adults with disabilities, their families and caregivers.

### **WORKING CONDITIONS AND PHYSICAL DEMANDS**

The working conditions and 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 accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to access all areas of the center throughout the workday.
- Ability to lift up to 35 pounds occasionally, 15 pounds frequently, and 7 pounds constantly; required to obtain assistance of another qualified employee when attempting to lift or transfer objects over 25 pounds.
- Requires constant hand grasp and finger dexterity; frequent sitting, standing, walking and repetitive leg and arm movements, occasional bending, reaching forward and overhead; squatting and kneeling.
- Ability to communicate verbally with an excellent comprehension of the English language.
- Work is generally performed in an indoor, well-lighted, well-ventilated, heated, and air-conditioned environment.



## **EDUCATION AND CERTIFICATION**

- Bachelor's Degree preferred
- Is medically cleared for communicable diseases and has all immunizations up-to-date before engaging in direct participant contact.

## **REQUIRED QUALIFICATIONS:**

- 1+ years of experience within the field of data collection and analysis
- Ability to present information in one-on-one and group settings
- Ability to communicate information in a professional and confident manner
- Must demonstrate a thorough understanding of the front and back end revenue cycle components in a physician practice
- Demonstrated ability in critical thinking, self-initiative, and self-direction
- Knowledge of current social, political, and economic developments and trends; methods and problems of organization, administration, and management; research techniques as it relates to the elderly population.
- Proficient knowledge, beyond beginner level, of Microsoft Office applications (i.e., Outlook, Word, Excel, Power-Point) to prepare reports, correspondence, and presentations. Will not require additional training from current staff to utilize basic functions of these applications.
- Minimum of one (1) year of documented experience working with a frail or elderly population.

## **PREFERRED QUALIFICATIONS:**

- Two years of documented work within the Quality Assurance field
- Demonstrated PC skills in Word, Excel, and Microsoft Access.

## **Acknowledgment**

**I have read** the above QAPI Assistant job description and fully understand the requirements set forth therein. I meet all the requirements of this position, and I can perform all essential functions of the job with or without reasonable accommodations. I agree to abide by the requirements set forth in this document.

**I understand** the contents of this job description are presented as a matter of information only and as guidance as to the expectations of Fresno PACE for this position. This job description is not intended to give rise to contractual rights or obligations, or to be construed as a guarantee of employment for any specific period of time or for any specific type of work.



Furthermore, Fresno PACE reserves the right to interpret, amend, modify, or cancel or withdraw any or all sections or provisions of this job description at any time with or without notice.

**I understand** that employment at Fresno PACE is “at will”, meaning that employment is for no definite period of time and may be terminated by me or Fresno PACE at any time and for any reason.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Fresno PACE Representative

\_\_\_\_\_  
Date

We are an Equal Opportunity Employer and do not discriminate against any employee or applicant for employment because of race, color, sex, age, national origin, religion, sexual orientation, gender identity, status as a veteran, and basis of disability or any other federal, state or local protected class.

<b>Written Date</b>	08/01/2014	<b>Revised Date</b>	
<b>Reviewed Date</b>	06/21/2017	<b>Discontinued Date</b>	
<b>Approved By and Title:</b> QAPI Committee			