



Quality Program Specialist

Mission Statement: Waimānalo Health Center (WHC) is committed to providing the highest level of primary and preventive health services, with special attention to the needs of Native Hawaiians and the medically underserved, and improving the health and wellness of individuals and their `ohana regardless of their ability to pay.

SUMMARY

The Quality Program Specialist assists the Director of Quality Improvement (DQI) and Chief Performance and Compliance Officer (CPCO) to develop, implement, maintain and evaluate the quality and performance activities which serves the employees and patients of Waimanalo Health Center. This position serves as a liaison between the health plans, AHARO Hawai'i, and Waimanalo Health Center to ensure the performance deliverables (activities related to performance incentive payments) are met. Works to ensure data integrity, accurate documentation is maintained, improve scores/outcomes, conducts focused education/training and sustain relationships with partner agencies.

QUALIFICATIONS

1. Bachelor's degree or equivalent from an accredited college or university in the Health and/or Human Services field preferred; at least 5 years of experience related to work in health care required.
2. Must have the ability to work independently with excellent follow through; must be organized and detailed.
3. Must have excellent communication (verbal, listening, written) skills.
4. Must be able to formulate training outlines and determine instructional methods, utilizing knowledge of specific training needs and effectiveness of such methods – i.e. individual training, group instruction, lectures, demonstrations, conferences, meetings and workshops.
5. Must be proficient in computer applications such as Microsoft Office, i.e. Word, Excel, PowerPoint. Must have experience with an electronic health record system and e-learning platforms.
6. Understand medical terminology and relevant Electronic Health Records systems.
7. Must be able to work effectively with multi-ethnic, multi-cultural staff and patient populations.