careSOUTH carolina
Job Description

<table>
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<tr>
<th>Job Title:</th>
<th>PI Coordinator</th>
<th>Exemption Status: Non-exempt</th>
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<tbody>
<tr>
<td>Department:</td>
<td>Performance Improvement</td>
<td>Location: All Sites</td>
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<td>Reports to:</td>
<td>Performance Improvement Director</td>
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POSITION SUMMARY

The PI Coordinator helps coordinate the development, implementation, and evaluation of CareSouth Carolina’s (CSC’s) overall performance improvement program. This includes but is not limited to the following: 1) supporting the corporation’s performance improvement process, 2) identifying performance trends, as well as 3) prioritizing, and recommending improvements. The PI Coordinator also plays a supportive role in ensuring compliance with all Joint Commission on Accreditation of Healthcare Organizations (JCAHO) standards. The PI Coordinator, as needed, will investigate specific areas of concern as identified by the CSC’s leadership. The PI Coordinator reports directly to the Performance Improvement Director.

SPECIFIC DUTIES AND RESPONSIBILITIES

1. Responsible for supporting the corporation’s performance improvement process. This includes, but is not limited to, the development of automated blank versions of the Plan, Do, Study, Act (PDSA) and Project Planning forms, management of the organization’s Innovator Award program, as well as providing staff assistance and consultation with PDSAs.

2. Responsible for the general oversight and maintenance of the organization’s system-wide measurement systems. This includes, but is not limited to, the creation and maintenance of the system-wide measures specifications manual, data entry into corporation’s System Wide Measures scorecard as well as the data integrity of the system-wide measures for the microsystem, site, and corporate measures.

3. Responsible for providing consultative services for CSC staff toward meeting standards of accreditation, performance improvement, and organizational compliance. This includes, but is not limited to providing education to self and others on current JCAHO standards and other accreditation standards, as well as the latest quality techniques in health care.

4. Responsible for performing periodic performance reviews (PPR), Failure Mode Effects Analysis (FMEA), and targeted audits as determined by leadership and performance trends.

5. Participates in the process of continuing education, both as provider and recipient of services.

6. Coordinates the implementation of the performance improvement program that meets the needs of patients, staff and external agencies.

7. Performs duties in accordance with established clinic policies and procedures, CSC objectives, performance improvement activities, safety, confidentiality, environmental and infection control standards. Demonstrates initiative, the ability to work with others, and professional judgment.

8. Performs other related duties as assigned or requested.
SPECIFICATIONS

KNOWLEDGE AND SKILLS REQUIRED

1. **Education:** The person holding this position should have received post high school vocational training that results in at least a Certified Medical Assistant (CMA) or Licensed Practical Nurse (LPN). This would include in a certification, registration, or licensure either in the state of South Carolina or at a national level. Certification in CPR is required.

2. **Experience:** The person holding this position should have at least two (2) years experience in a community health center or similar type of organization.

3. Strong organizational skills and a thorough knowledge of computers (Microsoft Office and Windows) are required.

4. Ability to self-educate and develop a thorough knowledge of JCAHO standards and performance improvement techniques.

5. Valid SC driver’s license is required.

6. Ability to write routine reports, design forms, retrieves data, and the ability to speak effectively with management and staff.

7. Ability to apply commonsense understanding to carry out instructions furnished in written, oral, or diagram form with mathematical skills.

8. Ability to work independently and handle problems involving several concrete variables in standardized situations.

PHYSICAL, MENTAL AND VISUAL ABILITIES REQUIRED

1. While performing the duties of this job, the employee is regularly required to sit; use hand to finger, handle or feel objects, tools or controls; reach with hands and arms; and talk and hear. The employee is occasionally required to stand; walk; and stoop, kneel, crouch or crawl.

2. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision.

3. Work requires the ability to exchange information on factual matters, communicate in a variety of manners with patients, staff, and explain policies of the Centers.

4. Ability to apply commonsense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problem involving several concrete variables in standardized situations.

WORKING CONDITIONS

1. Work is generally performed in an office setting, and requires no hands-on patient care.
2. OSHA Category: Medium risk. Job requires performance of tasks that normally involve no exposure to blood, body fluids or tissue, but potential exposure may be required as a condition of employment.

**APPROVALS**

Department Manager/Director __________________________ Date _______________

Executive Director __________________________ Date _______________

The above description includes the essential functions and duties which are considered material to the proper identification of this position and is not a limitation of or restriction upon work requirements that may be inherent in this job. The information listed is not interpreted to include all the details required in performance of the job but is used as the basis for performance appraisal.

**EMPLOYEE’S STATEMENT**

I have read and understand the above job description and agree to perform the duties and responsibilities as stated.

Employee __________________________ Date _______________
FOR COMPETENCY ASSESSMENT

Performance Improvement Coordinator

Name __________________________ Date _______________

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Rating Codes:  3 - Exceeds Expectations, 2 - Meets Expectations, 1 - Needs Improvement