



Education/Quality Coordinator

Reports to: Director of Clinical Services

Classification: Full-time Non-Exempt

Job Summary:

Responsible for the overall implementation of current clinical standards and practices through the performance improvement process and development of staff. Ensures the overall quality, compliance, and education functions of the organization.

Job Responsibilities

1. Provides leadership for the QAPI Program agency-wide.
 - Ensures that processes are in place to monitor and measure all activities QAPI-wide.
 - Provides direction and coordination of quality improvement activities utilizing continuous quality improvement principles and methodologies.
 - Helps the Director of Clinical Services compile data, trends, and reports quality data in the following areas: patient care, safety, risk management, infection control, outcomes and patient satisfaction, and any other area in QAPI.
2. Develops and maintains the agency's compliance program and assures compliance with regulatory and accreditation standards.
 - Maintains current knowledge of Medicare Conditions of Participation (CoPs) to ensure that the organization complies with state, federal, and accreditation guidelines.
 - Works collaboratively with the Director of Clinical Services to ensure documentation is complete, consistent with care, and reflects legal requirements.
 - Provides education to clinical staff that pertains to regulatory issues.
 - Responsible for quality reporting of Hospice Item Set data submission to the Centers for Medicare & Medicaid Services.
3. Coordinates clinical, educational programs internally and externally.
 - Coordinates orientation of all new staff to the organization.
 - Maintains educational records through the learning management system.
 - Coordinates and presents core education of all staff for electronic documentation and navigation of software.
 - Identifies educational needs of clinical staff, develops and administers in-services, online modules, etc. to address these needs.
 - Administers 12 hours of in-service training for CNAs during each 12-month period.
 - Collaborates with Director of Clinical Services to conduct Competency Day check offs for all nursing staff.
 - Supports clinical staff development by leading the Nurse Preceptor Program and the Hospice CNA laddering program.

- Coordinates clinical educational programs for community partners (i.e., graduate nursing students, nursing home staff, etc.) on end-of-life care.

4. Attend Mandatory Meetings.

5. Other duties as assigned by the CWHT Executive Director or Director of Clinical Services.

Required Knowledge, Skills, and Abilities:

1. Knowledge of hospice philosophy, Medicare/Medicaid procedures and regulations; and the willingness to develop skills further in specialized areas of end-of-life care.
2. Obtain knowledge and expertise in working with current eMR.
3. Possess excellent interpersonal and communication skills.
4. Must have dependable transportation and a valid Wyoming Driver’s license.
5. Willingness to obtain HPNA certification within one year after assuming this position.

Education and Experience:

1. Registered Nurse (R.N.) with a minimum of a Bachelor’s Degree but will consider an A.D.N. with two years of experience in education or hospice care.
2. Experience in public speaking to diverse audiences.
3. Must hold a current Wyoming nursing license.

Reviewed	Revised
	KBrown 3/1/2024