## **Practice Support/Quality Improvement Coach**

## **(Please send resumes and cover letter to Robin.Staton@arealahec.org)**

## **Position Summary:** Provide support to medical practices/providers in rural and underserved areas to enable them to thrive in the rapidly changing healthcare marketplace. Assist providers with implementing systems to reduce costs and improve patient clinical outcomes. Provide on-site training and technical assistance on the tools and systems used by providers to prepare for value-based payment activities. Coordinate continuing professional development (CPD) activities related to practice support and quality improvement.

**Responsibilities include:**

* Serve as a Practice Support (PS) Quality Improvement (QI) Consultant, provide visits to physician practices that are involved in improvement projects, provide technical support, CPD, training, and education as warranted to meet practices’ needs.
* Perform required monthly practice assessments and ensure tracking of data is entered and up to date in designated database.
* Work with the NC AHEC PS leadership team at the NC AHEC Program Office to assist in the identification and development of resources, educational programs, and reports to support PS/QI processes and initiatives.
* Attend training meetings, conference calls, and web-based programs pertaining to QI and PS as needed.
* Participate in relevant blogs, list serves, and other resource platforms to rapidly disseminate information within the NC AHEC PS statewide program.
* Communicate with and educate practices regarding tools and resources to support practices' work to achieve QI goals.
* Develop project plans, timelines, and achieve required milestones as they pertain to current NC AHEC PS/QI contract projects.
* Serve as the liaison between participating practices, Area L AHEC, NC AHEC Program Office, and other stakeholders as needed.
* Work closely with Area L AHEC Director of Practice Support and Director of Medical Education to provide direct support to those practices that need assistance with implementing QI projects and to implement practice-based CME activities related to QI.
* Monitor the marketplace and communicate with providers and practices about current trends, needs, and emerging modalities in the delivery of healthcare education.
* Identify educational needs at the practice and community level to plan, coordinate and provide CPD for healthcare professionals and constituents.

**Preferred Education and Experience:**

* Degree in relevant healthcare field
* Two years’ experience or equivalent
* Valid NC Driver’s License
* Ability to manage confident and sensitive information appropriately
* Should be well organized, self-directed, able to work independently, with the ability to interact, in a professional manner, with staff, faculty, and the public
* Must be able to manage multiple responsibilities and meet deadlines
* Experience in an ambulatory care practice and familiarity with using an electronic health record is necessary. Experience in an education setting, planning, development, and implementation of continuing education and workshops is favorable but not required.