



Quality Coordinator - Job Description

The Quality Coordinator is responsible for overseeing the development, implementation, and monitoring of the Quality Improvement (QI) and Quality Assurance (QA) programs at the clinic. This role ensures that the clinic delivers high-quality, patient-centered care and complies with relevant healthcare standards and regulations. The Quality Coordinator works closely with clinical and administrative staff to promote a culture of continuous improvement.

Key Responsibilities:

1. Quality Improvement (QI):

- Ensure compliance with clinical guidelines, and regulatory standards.
- Oversee and manage the resolution of reported incidents.
- Coordinate patient satisfaction surveys and analyze feedback to improve services.
- Maintain documentation of QA activities and prepare reports for the Medical Director and Quality Improvement and Assurance Committee (QIAC)

2. Patient Safety

- Monitor and report on patient safety incidents and trends.
- Promote a culture of safety among staff and volunteers.

3. Collaboration and Communication

- Work closely with the staff, and volunteers to ensure alignment with quality goals.
- Facilitate QI/QA meetings and communicate findings and recommendations to relevant stakeholders.
- Engage patients in quality improvement efforts through education and feedback mechanisms

Qualifications & Skills:

- Bachelor's degree in healthcare related field.
- Strong analytical, problem-solving, and organizational skills.
- Excellent communication and training abilities.
- Ability to handle sensitive information with confidentiality and discretion.