

Job Announcement: Practice Facilitator/QI Coach (Date: August 14, 2023)

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Position Overview: LA Net seeks two dedicated and passionate Practice Facilitators/QI Coaches to support a quality improvement (QI) project with Managed Medicaid Plans in Los Angeles County. As a Practice Facilitator/QI Coach, you will work closely with small healthcare practices to enhance patient care processes, improve operational efficiency, and promote positive workplace experiences. This role requires skills in data analysis and presentation and quality improvement methodologies, excellent communication skills, and a commitment to elevating care for vulnerable populations.

Location: Los Angeles County

Start Date: Immediately

Mode: Combination of on-site (facilitation) and virtual (training, admin)

Duration: One year with possible renewal for up to 4 years

Qualifications:

- Bachelor's degree in healthcare, social science, or a related field
- Minimum of two years of hands-on experience in quality improvement work in a healthcare or related setting using a defined approach such as MFI, LEAN, etc.
- Strong data analysis, project management, and relationship management skills
- Passion for improving care for vulnerable populations

Job Activities:

- Collaborate with a team of LA Net facilitators to guide small practices in Los Angeles to enhance patient care processes, boost workplace satisfaction, identify and share exemplar practices, and optimize back-office operations
- Assist in recruiting practices for participation in the improvement project through outreach calls, presentations, and site visits (Year 1 only)
- Engage with practices on-site (majority) and virtually (occasional) to provide quality improvement support, training and assist with data collection.
- Assist practices to conduct self-assessments and set improvement goals aligned with assessment results and practice priorities.
- Provide hands-on support to practices to conduct PDSA cycles, small N chart audits, root cause analyses, workflow redesign, etc.
- Help practices prepare, interpret and display performance data
- Deliver training on quality improvement methodologies and best practices
- Facilitate virtual site visits
- Document activities and track progress for each practice
- Participate in regular facilitator workgroups and learning sessions