



Commonwealth Healthcare Corporation

Commonwealth of the Northern Mariana Islands

1178 Hinemlu' St. Garapan, Saipan, MP 96950



HUMAN RESOURCES

EXAMINATION ANNOUNCEMENT NO. 25-061

POSITION:	Quality & Performance Improvement Specialist	OPENING DATE:	<u>04/28/2025</u>
NO. OF VACANCIES:	1	CLOSING DATE:	<u>05/09/2025</u>
SALARY:	\$35,682.40 – \$37,467.04		
PAY LEVEL:	06/01 – 06/02		
LOCATION:	<i>The salary given will be determined by the qualifications of the appointee.</i> Corporate Quality and Performance Management, Commonwealth Healthcare Corporation, Saipan		

NATURE OF WORK

Under the direct supervision of the Manager of Systems Quality, Patient Safety and Risk Management, and the general supervision of the Director of Corporate Quality & Performance Management (CQPM) and the Chief Operations Officer, Business & Quality Assurance, the Quality Assurance Improvement Specialist manages and coordinates an organization-wide performance improvement effort which includes both performance management (PM) and quality improvement (QI) activities. This role develops and communicates the strategic vision, scope, and mission of performance improvement, ensuring that PM and QI activities are developed and implemented using a data-driven process that sets priorities for improvements aligned with ongoing strategic imperatives.

DUTIES:

- Implements a performance improvement process that leads to a positive and measurable impact.
- Develops and implements an organization-wide Performance Management (PM) and Quality Improvement (QI) communication plan to support the agency strategic plan, and develops and implements a recognition program for Improvement Teams.
- Increases the department's capacity to evaluate and improve the effectiveness of the organization, practices, partnerships, programs, use of resources, and the impact the system improvements have on the public's health.
- Establishes a continuous performance improvement effort and monitoring and reporting system.
- Works with Clinical Teams to develop and implement strategies for improved patient safety and patient care.
- Analyze data gathered and develop solutions or alternative methods of proceeding. Document findings of study and prepare recommendations.
- Regularly reports the status of performance and quality improvement efforts and impacts.
- Coordinates and prepares an annual accountability report such as Merit-based Incentive Payment System or other Centers for Medicaid/Medicare Service (CMS) Quality and Performance Initiatives.
- Collaborates on the design of the information technology infrastructure required to support CQPM's performance improvement system.
- Ensures needed data is collected on a timely basis, regular reports on progress are distributed, and makes recommendations for future improvements based on the data.
- Review forms and reports and confer with management and users about format, distribution, and purpose, identifying problems and improvements.
- Performs other related duties as assigned.

QUALIFICATION REQUIREMENTS:

Education: Associate's degree in public health, healthcare administration, nursing, business administration, organizational leadership, or a related field. Preferred: Bachelor's degree in public health, healthcare administration, nursing, business administration, organizational leadership, or a related field.

Experience: Four (4) years of experience in public health management, quality/performance improvement, and strategic planning within a government, clinical, or educational environment.

KNOWLEDGE/SKILL/ABILITIES:

- Principles, practices, and objectives related to quality assurance and outcome-based program evaluation.
- Scope and application of laws and regulations pertaining to programs.
- Comprehensive knowledge of software and applications including, but not limited to, word processing, spreadsheets, presentation software, and databases.
- Uses active working knowledge of PM and QI initiatives and methodologies.
- Organize material and present information clearly and concisely in verbal and written form.
- Provide professional customer service to clients and the public.
- Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Establish and maintain effective working relationships with other team members, representatives of other departments and members of the community.
- Apply policies and procedures according to federal, state, and County regulations.
- Accomplish the assigned workload in a timely manner and meet established performance standards and objectives.
- Communicates a compelling and inspired vision or sense of core purpose.
- Talks beyond today; talks about possibilities; is optimistic.
- Creates mileposts and symbols to rally support behind the vision.
- Makes the vision shareable by everyone.
- Can inspire and motivate entire units or organizations.

CONDITIONAL REQUIREMENTS:

Employment is contingent upon successful clearing of pre-employment health screening and drug screening in accordance with CHCC policy.

OTHERS:

This position is a Full-Time employment status and requires at least 40 hours per week. This position is “**Non-Exempt**” or is eligible to receive overtime compensation pursuant to the Fair Labor Standards Act (FLSA) of 1938 Federal Law. Regular operating hours of the Commonwealth Healthcare Corporation will be Monday to Friday from 7:30am to 4:30pm. This work schedule however is subject to change with or without notice based on the Employer's business requirement and/or by the demands of the employee's job. This position is paid on a bi-weekly basis (2-week period). CHCC adheres to all applicable deductions such as C.N.M.I. Tax, Federal Tax, Medicare and Social Security.

Note(s):

- *Three-fourths 20 CFR 655, Subpart E: “Workers will be offered employment for a total number of work hours equal to at least three fourths of the workdays of the total period that begins with the first workday after the arrival of the worker at the place of employment or the advertised contractual first date of need, whichever is later, and ends on the expiration date specified in the work contract or in its extensions, if any.”*
- *Employer-Provided Items 655.423(k): Requires Employer provide to the worker, without charge or deposit charge, all tools, supplies and equipment required to perform the duties assigned.*

INTERESTED PERSONS SHOULD SEND THEIR CURRENT APPLICATION FORMS TO:

Office of Human Resources
Commonwealth Healthcare Corporation
1178 Hinemlu' St., Garapan, Saipan, MP, 96950
Operation Hours: Monday Through Friday 7:30 AM – 4:30 PM and CLOSED on weekends/holidays.
Employment Application Forms will be available 24/7 at the employer's hospital facility's Main Cashier Office (entrance/exit point for all)
E-mail: apply@chcc.health
Direct Line: (670) 234-8951 ext. 3444/3410/3427/3583/3584
Trunk Line: (670) 234-8950
Fax Line: (670) 233-8756
04/28/2025 nka

Note: Education and training claimed in Employment Application must be substantiated by diploma, certificate or license. Failure to provide complete application form or the required documents will result in automatic disqualification.

CHCC is an equal opportunity employer. We consider all applicants for all positions without regard to race, color, religion, sex, disability, age, mental or veteran status, the presence of a non-job-related medical condition or disability, or any legal protected status.