



Commonwealth Healthcare Corporation

Commonwealth of the Northern Mariana Islands

1178 Hinemlu' St. Garapan, Saipan, MP 96950



HUMAN RESOURCES

** Amendment to Salary & MQR **

EXAMINATION ANNOUNCEMENT NO. 25-061

POSITION:	Quality & Performance Improvement Specialist	OPENING DATE:	<u>12/12/2025</u>
NO. OF VACANCIES:	1	CLOSING DATE:	<u>12/26/2025</u>
SALARY:	\$41,308.80 – \$50,213.28		
PAY LEVEL:	06/04 – 06/08		
	<i>The salary given will be determined by the qualifications of the appointee.</i>		
LOCATION:	Corporate Quality and Performance Management, Commonwealth Healthcare Corporation, Saipan		

NATURE OF WORK

The Quality & Performance Improvement Specialist plays a key role in advancing patient care excellence by leading initiatives that enhance clinical quality, safety, and regulatory compliance. This position supports data-driven decision-making and fosters a culture of continuous improvement across the Commonwealth Healthcare Corporation, including off-site locations. The incumbent be under the direct supervision of the Manager of Systems Quality, Patient Safety and Risk Management, and will also receive general supervision from the Director of Corporate Quality & Performance Management (CQPM) and the Chief Operations Officer, Business & Quality Assurance. The primary function of this role is to develop and coordinate an organization-wide performance improvement effort, which includes both performance management (PM) and quality improvement (QI) activities. This role supports and communicates the strategic vision, scope, and mission of performance improvement, ensuring that PM and QI activities are in place and continuously 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) using evidence-based practices and a communication plan to support the organizations 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 organization and public's health.
- Maintain/Sustain a continuous performance improvement, monitoring the effectiveness of QI strategies and the reporting system.
- Collaborates with department and leadership teams to develop and implement Clinical Quality Measures for improved patient safety and patient care within the organization and external partners related to CMS quality measures for the shared savings program or national benchmarks and best practices.
- Analyze patient care data to identify trends, gaps, and ongoing opportunities for improvement.
- Regularly reports the status of performance and quality improvement data is collected on a timely basis, and shares impacts with stakeholders.
- Develop solutions for continuous improvement. Prepare and present reports on quality metrics and performance outcomes.
- Educate nursing and clinical staff on updated protocols, QI methodologies, and patient safety practices.
- Facilitate workshops or training sessions on performance improvement tools.
- Collaborates on the design of the information technology infrastructure required to support CQPM's performance improvement system.
- Review forms and reports and confer with management and users about format, distribution, and purpose, identifying problems and improvements.
- Participates in committees focused on patient safety and quality assurance.

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.

- Stay current with healthcare regulations and accreditation standards.
- Performs other related duties as assigned.

QUALIFICATION REQUIREMENTS:

Education: Any combination equivalent to graduation from an accredited college or university with a Bachelor's degree in healthcare administration, nursing, business administration, organizational leadership, or a related field.

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

Other: Current with all immunization requirements, including seasonal influenza vaccination or any vaccinations mandated by federal, state, or local law.

Licenses/Certification: Must have an active and current certification to perform Basic Life Support (BLS). Active and current license to practice nursing in the CNMI. Maintains annual continuing education credits of at minimum of 15 hours related to quality and performance improvement in a healthcare setting. Must achieve certification as a Certified Quality Improvement Associate (CCQIA) within 1-2 years of employment. Preferred Certification in Six Sigma Yellow Belt (CSSYB) or higher.

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

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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.*