



Commonwealth Healthcare Corporation

Commonwealth of the Northern Mariana Islands

1178 Hinemlu' St. Garapan, Saipan, MP 96950



HUMAN RESOURCES

EXAMINATION ANNOUNCEMENT NO. 24-168

POSITION: **Quality Assurance Specialist** OPENING DATE: **11/22/2024**
NO. OF VACANCIES: **1** CLOSING DATE: **12/06/2024**
SALARY: **\$35,682.40 - \$39,341.12 P/A**
PAY LEVEL: **06/01 – 06/03**
LOCATION: *The salary given will be determined by the qualifications of the appointee.*
Corporate Quality and Performance Management,
Commonwealth Healthcare Corporation, Saipan

NATURE OF WORK

The Quality Assurance Specialist supports the System Quality and Risk Management Program in overseeing and ensuring that each department within the organizational system performs a process of meeting quality standards of practice and assuring that care reaches an acceptable level and within the set standards. This individual is primarily responsible for the day-to-day activity within the Quality Management Department, ensuring the overall system and its departments follow established protocols, policies, and standards and completing the required documentation. This individual will review, verify, and validate that set standards are being met through continuous monitoring, focusing on outliers.

DUTIES:

- Ensures the entire system follows established Standard Operating Procedures (SOP) and tracks data relevant to the organization's Quality Management System (QMS), including but not limited to credentialing and privileging data, Mortality and Morbidity data, and errors found in various areas of operations.
- Ensure that all staff follows and adhere to all standards of practice as required by the job function.
- Works under the direct supervision and guidance of the System Quality Management and Risk Manager to provide quality assurance oversight where the overall system is responsible for adhering to current regulatory standards such as the Centers for Medicaid/Medicare Services (CMS) and other applicable regulatory requirements.
- Review clinical policies and monitor continuous adherence.
- Review the Evaluation of clinical contracted services that the Department Lead completed to ensure vendors fulfill the requirements of the Scope of Work, document contract deviations, and coordinate and escalate them for necessary corrective actions.
- Investigate reports of medical equipment or supply quality issues and work collaboratively with stakeholders to develop, implement, and monitor action plans until resolution.
- Monitor risk-management procedures, maintain problem logs, and report issues to the Manager.
- Assess variations in clinical and operational processes and collaborate with the Quality and Performance Improvement Specialist for any improvement opportunities identified.
- Continuously support and guide the organization, ensuring best practice is implemented.
- Provides established technical expertise for current processes.
- Performs, reviews, and monitors system service and process quality control data.
- Follows and encourages safety and appropriate regulatory guidelines applicable, such as Food and Drug Administration (FDA), etc.
- Works closely with the Quality/Performance Improvement Specialist and participates in identifying or selecting measures (structure, process, outcome).
- Monitor practitioner's performance review activities and provide guidance.

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.

- Lead, facilitate, and contribute to Root Cause Analysis as needed.
- Participates in meetings or committees delegated by the Manager.
- Cross-train to other assignments within the department to gain depth in duties and allow cross-coverage.
- Perform other related duties as assigned.

QUALIFICATION REQUIREMENTS:

Education: Bachelor’s degree in management, public health, nursing, business administration, organizational leadership, or related field.

Experience: Two (2) years of healthcare-related experience working with Centers for Medicaid/Medicare Services (CMS) Conditions of Participation-Plan of Corrections in acute care setting is required and experience in healthcare quality and/or related experience with regulatory accreditation.

Others: Required upon hire and annually: Up to date with Seasonal Influenza Vaccination.

Licenses/ Certifications: Certification of Basic Life Support upon hire and maintains certification. A Certified Professional in Healthcare Quality (CPHQ) or Certified Quality Auditor (CQA) must be obtained within two years of hire.

KNOWLEDGE/ SKILL/ ABILITIES:

- Extensive knowledge of Quality Management and Clinical terminologies.
- Deep knowledge of quality management methodology and tools.
- Extensive knowledge of healthcare regulations and accreditation requirements focusing on CMS Condition of Participation for the QAPI Program in an acute care facility.
- Knowledge of quality control strategies and procedures.
- Knowledge of statistical and visualization analysis tools.
- Demonstrates motivation to learn through independent reading, professional networking, and attending relevant conferences and webinars.
- Proficient in Microsoft Office programs.
- Proficiency in researching and criticizing best practices that the organization can adopt for all hospital services.
- Excellent analytical, problem-solving, decision-making, and interpersonal skills.
- Excellent communication skills, both written and verbal.
- Excellent Research and organizational skills.
- Proficient in health data analytics – statistical and visualization methods.
- Ability to effectively communicate (verbal and written); Must be able to deal tactfully with patients, physicians, and Staff.
- Be capable of maintaining effective working relationships with all departments regardless of job functions.
- Demonstrated ability to comprehend and utilize scientific data and statistical techniques/methods; screen data results for variations and/or errors, function as liaison, instructor, consultant, and coordinator with hospital departments.
- Ability to organize and manage multiple projects simultaneously.
- Adapts to changes in the work environment: asks clarifying questions or provides constructive input helpfully and respectfully.
- Ability to be cross-trained with other functional focus areas within the CQPM department.
- Builds and maintains working relationships with leadership, co-workers, and clinical/non-clinical staff.
- Able to facilitate teamwork.

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.

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.

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

11/22/2024 rus

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.