



CANONCITO BAND OF NAVAJOS HEALTH CENTER

PO Box 3338 / 129 Medicine Horse Drive – To'Hajiilee, NM 87026 INC.
Phone (505) 908-2307 / Fax (505) 908-2310

QUALITY & COMPLIANCE MANAGER Position Description

Department:	Administration
Job Code:	
Pay Range:	
Hours/week:	40 hours
Type of Position:	Full-time

Reports to (title):	Chief Operations Officer
Classification:	Exempt
Effective Date:	June 17, 2024
Revised Date:	April 28, 2026

PERFORMANCE EXPECTATIONS

In performance of their respective tasks and duties, all employees of the Canoncito Band of Navajos Health Center, Inc. (CBNHC) are expected to conform to the following:

- Uphold all principles of confidentiality and patient care to the fullest extent.
- Adhere to all professional and ethical behavior standards of the healthcare industry.
- Interact in an honest, trustworthy and dependable manner with patients, employees and vendors.
- Possess cultural awareness and sensitivity.
- Maintain a current insurable driver's license.
- Comply with all CBNHC and Health Center policies and procedures, as well as all applicable laws.

POSITION PURPOSE

The Quality & Compliance Manager is responsible for the execution and oversight of all quality assurance activities, ensuring both quality and performance improvement initiatives are running throughout the Canoncito Band of Navajos Health Center, Inc. (CBNHC). This position will collect, develop, analyze, and communicate a wide range of organizational data that will be used to establish benchmarks and to support decision-making, problem-solving, and planning for continuous quality improvements and to obtain accreditation. The incumbent will be expected to develop and maintain procedures and databases necessary for the function noted above and to ensure data integrity. This position reports to the Chief Operations Officer and will work closely with clinical and support staff, management, external consulting agencies, and accreditation and regulatory bodies. Assigns, directs, and appraises staff functioning in the Quality and Compliance area. Through this work, the position will ensure quality outcomes, regulatory compliance, and consistency of practice throughout the health center.

ESSENTIAL DUTIES, FUNCTIONS & RESPONSIBILITIES

- Assists in developing short and long term goals and objectives for quality and compliance activities, ensuring consistency with established CBNHC goals.
- Develops, reviews, and recommends policies and practices to comply with accreditation standards, all federal, state, and local regulations pertaining to privacy, safety, records management and related areas; revises existing policies to ensure compliance with all applicable laws.
- Ensures that policies are in accordance with evolving regulations, legal requirements, and industry trends. Continually evaluates established policies and procedures, and updates or modifies them as necessary. Documents and creates flowcharts to organize financial processes.
- Ensures CBNHC is meeting all legal, ethical, and contractual requirements, including but not limited to: compliance with State, Federal and Tribal law, Medicare/Medicaid billing regulations, environmental standards, and patient grievances.
- Assists in managing and maintaining compliance with all regulatory standards and industry driven accreditations. Maintains current licensing, registration, and accreditation with agencies.
- Provides daily management, training, and scheduling of quality personnel to ensure top performance.
- Promotes the expectation of accurate medical records and data elements with applicable regulations and standards.
- Collaborates in the development and analysis of statistical measurements of activity, quality, and regulatory compliance.

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- Oversees quality deliverables and practices such as the review and investigation of deviations/policy breaches, audits, document control, adverse actions, and occurrence reports. Completes the root cause analysis, ensures any compliance issues are addressed promptly, and finalizes reporting as appropriate.
- Monitors compliance standards as defined by HIPAA (Health Insurance Portability and Accountability Act); coordinates all aspects of implementation including privacy, security, and training; serves as the organization's HIPAA Compliance and Privacy Officer.
- Reviews or oversees the review of contracts for compliance with privacy and other regulations and to minimize exposure to risk; develops criteria for reviewing contracts and oversees contract monitoring activities to ensure ongoing compliance.
- Reviews and analyzes legislation and state and federal regulations and guidelines pertaining to privacy, quality assurance, medical records management and related issues; confers with branch managers to discuss the impact of changes in regulations on the various programs; recommends and coordinates any revisions or changes to policy and procedures in response to changes in regulations.
- Coordinates data collection and the development of methods to assess program outcomes; analyzes data and makes recommendations.
- Provides support, guidance, training and staff development activities in areas pertaining to HIPAA, privacy, quality assurance, risk reduction, records management, accreditation, and other topics related to legal and regulatory compliance. Facilitates consistency at all levels of the organization.
- Partners with credentialing staff to ensure that staff and providers have appropriate licensure, credentials, education, training, malpractice insurance, and other required certification.
- Represents the CBNHC to various vendors, government officials, outside entities, and regulatory bodies.
- Attends and participates in meetings and committees as appropriate.
- May work on a wide variety of special projects as assigned.
- Performs other duties as assigned.

MINIMUM MANDATORY QUALIFICATIONS

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| Education: | <ul style="list-style-type: none">• Bachelor's Degree in relevant field (e.g., healthcare administration, business, or law). |
| Experience: | <ul style="list-style-type: none">• Three (3) or more years of experience in compliance management or related roles with two (2) or more years' experience in healthcare. |
| Mandatory Knowledge, Skills, Abilities and Other Qualifications: | <ul style="list-style-type: none">• Strong knowledge of AACH, HIPAA, and other relevant regulations and laws related to the provision of health and human services delivery.• Excellent leadership and human relations abilities with demonstrated experience in project planning and management, communication, and training.• Experience analyzing complex problems relating to quality management, evaluating alternatives, and recommending effective courses of action.• Working knowledge and experience in improving healthcare quality and safety, with an eye toward patient satisfaction and experience.• Specific training in performance improvement methodology.• Ability to organize, coordinate, and direct projects.• Strong oral and written communication skills with ability to prepare clear and concise reports, correspondence, and other written records.• Solid analytical and technical skills with ability to use all related hardware and software in ensuring data integrity, accuracy, and consistency.• Proven ability to exercise sound independent judgment, make decisions, and take calculated risks.• Ability to perform other duties as assigned. |

PREFERRED QUALIFICATIONS

- Advanced training or degree in a field applicable to quality and performance improvement.
- Prior supervisory experience.
- Bilingual skills in English and the Navajo native language.
- Prior experience working with Indian Health Services (IHS), a Tribe or Tribal organization.

WORK ENVIRONMENT

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Work environment:	The work environment characteristics described here are representative of those an employee encounters while performing the primary functions of this job. Normal office conditions exist, and the noise level in the work environment can vary from low to moderate. Limited overnight travel may be required from time to time. This position may be exposed to certain health risks that are inherent when working within a health center facility.
Physical demands:	The physical demands described here are representative of those that must be met by an employee to successfully perform the primary functions of this job. While performing the duties of this job, the employee may be required to frequently stand, walk, sit, bend, twist, talk and hear. There may be prolonged periods of sitting, keyboarding, reading, as well as driving or riding in transport vehicles. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include reading, distance, computer, and color vision. Talking and hearing are essential to communicate with patients, vendors and staff.
Mental demands:	There are a number of deadlines associated with this position. The employee must also multi-task and interact with a wider variety of people on various and, at times, complicated issues.

OTHER

All employees must uphold all principles of confidentiality, HIPAA and patient care to the fullest extent. This position has access to sensitive information and a breach of these principles will be grounds for immediate termination.

Disclaimer: *The information on this position description has been designed to indicate the general nature and level of work performance by employees in this position. It is not designed to contain, or be interpreted as, a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this position. Employees will be asked to perform other duties as needed.*

APPLICATION INSTRUCTIONS

- Read instructions prior to completing application form; incomplete applications will not be considered.
- Submit an application, resume, and letter of interest to one of the following methods:
 1. E-mail to Humanresources@cbnhc.org
 2. Mail to Canoncito Band of Navajos Health Center Inc., ATTN: Human Resources, P.O. Box 3338, To'Hajiilee, NM 87026
 3. Deliver to the CBNHC Human Resources Office, 129 Medicine Horse Dr., To'Hajiilee, NM 87026
- For more information, contact Erica Nelson at (505) 908-2307 ext. 118

Canoncito Band of Navajos Health Center Inc. is a Navajo Preference Employer. As required by the Navajo Preference in Employment Act, preference will be given to qualified Navajo applicants. If there is no qualified Navajo applicant, preference will be given to qualified American Indian applicants consistent with the Indian Self-Determination Act Indian preference provision.