



# GUAM MEMORIAL HOSPITAL AUTHORITY

ATURIDĀT ESPETĀT MIMURIĀT GUĀHĀN

850 Governor Carlos Camacho Road, Tamuning, Guam 96913  
Operator: (671) 647-2330 or 2552 | Fax: (671) 649-5508



## AREA OF CONSIDERATION – OPEN COMPETITIVE

TO ESTABLISH A LIST FOR THE POSITION OF

# PERFORMANCE IMPROVEMENT COORDINATOR

OPEN: DECEMBER 10, 2024

CLOSING DATE: CONTINUOUS

ANN. NO. 25-23

### GENERAL PAY PLAN

OPEN: N-01 \$54,918.00 P/A to N-10 \$75,392.00 P/A  
PROMOTION: N-01 \$54,918.00 P/A to N-18 \$96,793.00 P/A

### MINIMUM EXPERIENCE AND TRAINING:

- A) One (1) year of experience in quality assessment and performance improvement work in a hospital setting; and a Master's degree in Healthcare Administration or Management, Health Science, Performance Improvement, Data Analytics Business Administration, or other related field, or
- B) Two (2) years of experience in quality assessment and performance improvement work in a hospital setting; and a Bachelor's Degree in Healthcare Administration or Management, Health Science, Performance Improvement, Data Analytics, Business Administration, or other related field.

### NECESSARY SPECIAL QUALIFICATION REQUIREMENTS:

Must obtain certification within three (3) years from the effective date of hire and must maintain current certification in:

- A) As a certified Professional in Healthcare Quality (CPHQ) by the Healthcare Quality Certification Commission (HQCC); or
- B) Healthcare Quality Management (HCQM) by the American Board of Quality Assurance & Utilization Review Physicians (ABQAURP); or
- C) Six Sigma by SixSigma.us

### NATURE OF WORK:

This is complex professional work involved in the coordination, development, implementation and evaluation of the hospital's overall performance improvement program.

An employee in this class is responsible for providing support in ensuring compliance with healthcare accrediting body standards and regulations; and identifying performance trends and recommending improvements.

**ILLUSTRATIVE EXAMPLES OF WORK:** (Any one position may not include all the duties listed, nor do the examples cover all the duties which may be performed).

Leads and directs analytical support for performance improvement initiatives. Conducts analysis of changes in performance by monitoring trending sheets of performance indicators compiled and aggregated. Assist in the systematic measurement and assessment of performance indicators. Manages multiple projects and determines project scope; develops project plan strategies and implements work plans. Coordinates the implementation of performance improvement programs for hospital work systems that meet the needs of patients and staff. Participates on multi-disciplinary teams in the implementation of improvement efforts system-wide aligned to the organizations key initiatives. Designs complex data analysis tools and provides staff education, assistance and consultation with these tools. Aggregates data collected and prepares organization-specific reports, performance scorecards, dashboards, etc. Provides training, education in performance improvement methodology. Provides assistance in Failure Mode Evaluation Analysis (FMEA) and targeted audits. Works with hospital departments and medical staff in developing performance improvement plans and identifying performance trends. Works with hospital departments and medical staff in the investigation and data gathering of information and identifying unnecessary processes ensuring efficiency. Prepares performance improvement reports and analyses of information and serves as a consultant for the hospital departments and medical staff on their analyses of information. Conducts evaluations of the performance improvement program and recommends improvements.

**MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:**

- Knowledge of current clinical work systems.
- Knowledge of Hospital Accrediting Organization Standards, Centers of Medicare and Medicaid Services (CMS), Conditions of Participation (CoP) standards and performance improvement techniques and methodologies.
- Knowledge of Quality Assessment Performance Improvement and Project Management to including plan development, data collection, data analysis tools, report development, team dynamics and change leadership.
- Ability to collect and organize data.
- Ability to evaluate and recommend and initiate changes to improve program effectiveness.
- Ability to work effectively with employees and the public.
- Ability to communicate effectively, orally and in writing.
- Ability to work independently and within teams.
- Skill in the use of computer programs such as Word, Excel, and PowerPoint to also include working knowledge of electronic medical record systems.
- Skill in developing and maintaining interpersonal relationships with healthcare professionals and hospital leadership.

**EXAMINATION REQUIREMENTS:** A written test may be required. When a written test is not required, applicants will be rated on a scale between 70.00 and 100 percent on the basis of their training, education and experience in relation to the minimum requirements of the positions. **Individuals with disabilities who require special accommodations should contact this office prior to any scheduled examination.**

**EDUCATION REQUIREMENT:** Applicants claiming education accomplishment, such as, degrees or credits are required to submit official or verified copies of university or college transcripts. Pursuant to Public Law 29-113, effective September 30, 2008, all new employment in the service of the government of Guam shall have, as a reasonable measure of job performance, minimum requirement of high school diploma or a successful completion of General Education Development (GED) test or any equivalent of a general education high school program, apprenticeship program or successful completion of certification program, from a recognized, accredited or certified vocational technical institution, in a specialized field required for the job.

**DRUG SCREENING AND PRE-EMPLOYMENT PHYSICAL MEDICAL EXAMINATION:** All applicants tentatively selected for this position are required to submit to a urine test to screen for illegal use of drugs prior to appointment. All applicants accepting employment with Guam Memorial Hospital Authority must take and pass a pre-entry Physical Examination.

**PRIMARY SOURCE VERIFICATION:** Applicants applying for positions in the Nursing and/or Allied Health Professional positions requiring licensure pursuant to Public Law 24-329 or National Credentialing Institution must obtain a verification of licensure upon notification of selection as a condition of employment. All cost incurred for licensure/ certification verification is at the applicant's expense.

**VETERANS' PREFERENCE:** Applications claiming veteran's preference are required to provide a copy of their DD-214 (Military discharge member 4 form). Those claiming Compensable Disability are required to provide verification from the Veteran's Administration.

**DISABILITY PREFERENCE:** Applicants wishing to claim Disability Preference should submit a Government of Guam Disability Certification form, certified by the Director of Public Health & Social Services.

**POLICE AND COURT CLEARANCE:** Pursuant to Executive Order No. 2005-34 and Public Law No. 28-24, all applicants accepting employment with Guam Memorial Hospital Authority must submit a police and Superior Court of Guam clearance of no more than 3 months old from the date of notification of selection as a condition of employment. The cost of the clearances is the applicant's responsibility. Off-Island applicants must obtain clearances from their last place of residence.

**AREA OF CONSIDERATION AND INTERVIEW PROCESS:** A personal interview, interview by telephone or video conferencing will be held by the appointing authority or his designee for eligible candidates referred via certification. Certification for interviews are prepared from valid eligibility listings in accordance with the area of consideration or examination and in the following order if available: 1) Departmental; 2) Government-wide; and 3) Open Competitive. Candidates will be contacted accordingly during active recruitment when their names are reached on the appropriate list.


**Important Note: Individuals with disabilities who require special accommodations should contact the Equal Employment Opportunity Office at (671) 647-2104, prior to any scheduled interviews. If traveling off-island and/or if contact information has changed, all eligible candidates are responsible for notifying the Human Resources Office of any changes in contact information to include email and mailing addresses.**

**IMPORTANT INFORMATION:** Public Law 99-603 (8USC, Section 1324A) requires the Government of Guam to verify the identity and work eligibility of all newly hired employees. All new employees shall be required to provide proof of identity and work eligibility to work in the United States.

If you are hired to fill a position in the Government of Guam, you will be required to present valid documents that will establish your identity and work eligibility.

**WHERE TO APPLY:** Applicants must submit the "Guam Memorial Hospital Authority – Employment Application" to the Guam Memorial Hospital Human Resources Department between the hours of 7:00 a.m. to 5:00 p.m., Monday through Friday. Closed on official Government Holidays, Saturday and Sunday or via email to [human.resources@gmha.org](mailto:human.resources@gmha.org). To ensure full consideration of your application, all supporting documents must be submitted with the application. For further information, call (671) 647-2409/2171 or visit the Guam Memorial Hospital Authority Human Resources Department at 850 Gov. Carlos Camacho Road Oka, Tamuning, Guam 96913. The Human Resources Department is located on the first floor within the Administration offices or visit the "gmha.org website" for other employment opportunities.

APPROVED:

  
LILLIAN Q. PEREZ-POSADAS, MN, RN  
Hospital Administrator/CEO