

JOB DESCRIPTION: QUALITY IMPROVEMENT SPECIALIST – MASTER’S LEVEL

Date: April 2021
Grade: 7
Location: Administration/East Main
Supervisor: Chief Operations Officer
Exempt: Yes

GENERAL PURPOSE: Responsible for assisting management of The Center’s Quality Improvement (QI) and Utilization Management Programs. Recommends strategies to ensure Best Practices approach within Center programs. Position is also the contact for Consumer Grievances.

ESSENTIAL DUTIES/RESPONSIBILITIES

- Participates in the QI committee meetings and projects.
- Participates in identifying, monitoring and reviewing outcomes specified in the QI Plan.
- Responsible for the training and review of critical incidents, completes investigations, analyzes, and trends data.
- Responsible for chart review process, providing feedback to staff, monitoring and following up with corrections made by staff.
- Provides new staff orientation with training on the electronic health record (EHR) and documentation as needed.
- Oversees review and follow-up of patient satisfaction survey concerns and issues. Serve as primary liaison for the QA department for the identification and resolution for patient complaints and issues. Ensure documentation of consumer complaints to resolution. Utilize QA department data to improve case management effectiveness and corporate customer service/patient satisfaction. Assist in the maintenance/improvement of 96% patient satisfaction rate and 90% provider satisfaction rate.
- Arranges trainings and/or webinars to staff on key topics that support quality improvement.
- Assists with policy and procedure revisions along with maintaining the tracking log as required.
- Demonstrates an understanding of agency policies and procedures, as well as compliance standards and authoritative requirements for programs and documentation. Works collaboratively with staff to ensure all clinical policies meet regulatory requirements.
- Works collaboratively with staff for preparation of site visits and audits.
- Responsible for monitoring overall service activity to assure compliance with required documentation.
- Aggregate and analyze project level qualitative and quantitative data for reporting purposes to regulatory agencies as defined in contract requirements.
- Responsible to ensure that all necessary information is communicated to staff.
- Attends community meetings as requested or needed.
- Communicates with legal representation on specific legal issues, as appropriate.
- Organizes and prioritizes workload in a sometime-hectic environment with frequent interruptions.

Center-Wide Essential Duties and Responsibilities

- Responsible for keeping client information confidential by adhering to Colorado law and policies

and procedures of The Center.

- Responsible for compliance with applicable federal, state and local laws; professional practice acts and ethical guidelines; policies and procedures of The Center; and contractual guidelines.
- Responsible for supporting The Center's Vision, Mission, Values and Beliefs by practicing and modeling a culture of wellness within a *You Matter* mindset.
- Completes all administrative paperwork and electronic health record documentation/time sheet (billing and personnel/payroll) as requested/required.
- Completes required competency training in Essential Learning and additional training as requested or selected by supervisor
- Reviews and acknowledges Center policies and procedures as requested/required

This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his/her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

SUPERVISORY DUTIES: Does not administratively supervise staff.

QUALIFICATION REQUIREMENTS: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.*

Education or Formal Training & Experience

- Master's degree in appropriate behavioral health field required
- Colorado licensure – LPC, LCSW, or LMFT – required
- Must have experience in managed care, systems planning and development, utilization management, and consumer issues.
- Priority will be given to graduate training and/or 3-5 years of work experience in a Community Health Center.
- Healthcare Quality experience preferred.

Knowledge, Skill & Ability

- Must have ability to understand QI workflow process – PDCA.
- Must have a thorough knowledge of management, mental health and community relations.
- Must have the skills to assist and lead others to work toward the goals of the agency and within the framework of a team environment.
- Must be capable of independent action without losing sight of the fact that their actions must at all times represent the policies, procedures and values of the Center.
- Must have the ability to travel within the service area of the Center.
- Must have the ability to communicate performance expectations and Center policy to staff.
- Must have organizational skills.
- Must be proficient with computer programs such as, Excel, Word.
- Must have a good understanding of coding requirements for Medicaid.
- Must be familiar with Uniform Service Coding Standards (USCM) and Office of Behavioral Health (OBH) rules and regulations.
- Ability to interact with people in a professional, friendly manner.

- Ability to work independently as well as cooperatively and constructively as part of an interdisciplinary team.
- Ability to think critically and independently.
- Ability to realize and activate potential in every interaction, every day.
- Ability to adapt to change in the workplace.
- Ability to use change as an opportunity for innovation and creativity.
- Ability to inspire and model collaborative teamwork.

Working Environment/Physical Activities

- Works extended hours in front of a computer monitor.
- Required to talk and hear.
- Often requires sitting and use of hands and fingers, to handle or feel.
- Occasionally required to stand, walk, reach with arms and hands, climb or balance, and to stoop, kneel, crouch.
- Vision abilities required by this job include close vision.
- The noise level in the work environment is usually quiet to moderate.

I have read this copy of my job description, discussed it with my supervisor and understand my responsibilities.

Signature

Date

CENTER FOR MENTAL HEALTH EMPLOYMENT IS AT-WILL MEANING THE EMPLOYMENT RELATIONSHIP MAY BE TERMINATED BY EITHER THE EMPLOYEE OR EMPLOYER AT ANY TIME, WITH OR WITHOUT CAUSE OR PRIOR NOTICE.