

Job Title:	Quality Improvement Coordinator I	Position #:	AS-
Job Family:	Administrative Services	FLSA Classification:	Non-exempt (Hourly)
Reporting Supervisor:	Program Director	Salary Level/Range:	AS-4
JOB DESCRIPTION			
<p>JOB SUMMARY: The role of the Quality Improvement Coordinator I is to review client charts to ensure compliance with Medicaid rules and to develop, organize, coordinate, and implement the quality management program for BestCare Treatment Services for the assigned program(s). The Quality Improvement Coordinator I works closely under the supervision of the Program Director in collaboration with Director of Quality & Accreditation as well as with Clinical Supervisors of Mental Health, Problem Gambling, and Substance Use Disorder Programs to address quality issues, file/documentation issues, provide in-house training to clinical teams, and to help them improve their clinical documentation and the delivery of treatment services.</p> <p>ESSENTIAL FUNCTIONS:</p> <ol style="list-style-type: none"> 1. Develops, organizes, coordinates, and implements the quality management program for BestCare Treatment Services for the assigned programs in collaboration with the Director of Quality and Accreditation, Program Director, and other agencies or organizations when directed; 2. Develops and implements the annual Quality Improvement Work Plan; Identifies, develops, and implements quality improvement projects through analysis of data; develops performance improvement projects working collaboratively with the Director of Quality & Accreditation, Program Director, Quality Management Committee, Clinical Supervisors, and clinicians; 3. Coordinates the delivery system compliance monitoring program. Conducts reviews of client files, in both mental health and alcohol/drug treatment. Develops protocols and procedures related to site reviews. Organizes and documents findings, preparing comprehensive reports. Identifies problem areas, possible solutions and impacts, and recommends appropriate corrective actions. Performs on-going monitoring and documentation of clinician compliance with regulatory requirements. Provides technical support to administrative and clinical staff related to quality and performance improvement activities; 4. Works collaboratively with the Director Of Quality & Accreditation, Program Director, and Clinical Supervisors to identify and develop Quality Improvement Performance Indicators, to guide change and improve outcomes; 5. Maintains on-going and routine internal audits of client charts to ensure compliance with Medicaid regulations. Develops protocols and procedures for auditing processes and functions; 6. Gathers and analyzes data from a variety of databases and sources. Conducts research related to quality improvement. Creates reports and presentations for advisory councils as requested by the Director Of Quality & Accreditation; 7. Reviews Oregon Revised Statutes, Oregon Administrative Rules, and the Oregon State Integrated Service and Support Rules/ISSR, training staff, and assists management to monitors for internal compliance; 8. Assists the Director Of Quality & Accreditation and Program Director to review informal complaints and formal grievances submitted by enrolled members, and critical incident reports. Assists under direction with the resolution of complaints and grievances consistent with practices and principles of clinical risk management. Tracks incident reporting and performs analysis of trends; 			

9. Ensures that staff are trained in Critical Incident/Grievance reporting, ensure that reports are being made as appropriate, and enter data from routine reports in trackers on a regular basis. Follows up with program staff charged with entry of reporting into secure folders to provide reminders and instructions about the process. Conducts Internal Investigations of Sentinel events in collaboration with the Director Of Quality & Accreditation and Program Director and facilitate debriefings of such incidents;
10. Collaborates with billing and HR staff to gather appropriate credentialing information from employees and prepare application packets for clinical privileging for scheduled committee meetings. Assists scheduling meetings with committee members;
11. Assists in preparation of materials for OHA Compliance/Licensing Reviews and coordinate with OHA Compliance Specialist regarding program related concerns or processes as appropriate;
12. Serves as a resource to direct staff to organizational Policy and Procedure Folders within the public drive that are accessible electronically and train on Policies and Procedures annually or as necessary;
13. Assists in documentation training for the EMR system by designing forms and collect available information from reports within the EMR that will assist in tracking service business and service delivery outcomes;
14. Other related duties as assigned.

ORGANIZATIONAL RESPONSIBILITIES:

1. Performs work in alignment with the BestCare's mission, vision, values;
2. Supports the organization's commitment to equity, diversity, and inclusion by fostering a culture of open-mindedness, cultural awareness, compassion, and respect for all individuals;
3. Strives to meet annual Program/Department goals and supports the organization's strategic goals;
4. Adheres to the organization's Code of Conduct, Business Ethics, Employee Handbook, and all other policies, procedures, and relevant compliance standards;
5. Understands and maintains professionalism and confidentiality per HIPAA, 42 CFR, and Oregon Statutes;
6. Attends required program/staff meetings and completes assigned training timely and satisfactorily;
7. Ensures that any required certifications and/or licenses are kept current and renewed timely;
8. Works independently as well as participates as a positive, collaborative team member;
9. Performs other organizational duties as needed.

QUALIFICATIONS:

EDUCATION AND/OR EXPERIENCE:

- Associate's degree in a business or healthcare field plus three (3) years' of experience in the area of quality assurance/improvement, behavioral health, or healthcare environment *or*
- Equivalent in related education/college level courses and experience (totaling 7 years)

LICENSES AND CERTIFICATIONS:

- Must maintain a valid Oregon Driver License or ability to obtain one upon hire, and be insurable under the organization's auto liability coverage policy (minimum 21 years of age with *no* Type A violations in the past 3 years, or with three (3) or more Type B violations)

PREFERRED:

- Experience coordinating and performing quality assurance or quality improvement activities in health care settings, preferably in behavioral health.
- Bilingual in English/Spanish a plus

REQUIRED COMPETENCIES: Must have demonstrated competency or ability to attain competency for each of the following within a reasonable period:

- Thorough knowledge of principles and practices of health administration, quality assurance, and performance improvement;
- Knowledge and understanding of the Oregon Health Plan Medicaid program;
- Ability to interpret and apply rules, regulations, policies, procedures, and contract requirements as they relate to the program and the MHO;
- Knowledge and understanding of quality assurance or improvement activities and processes in health care settings, preferably in behavioral health;
- Ability to gather and analyze data, prepare comprehensive reports, develop programs and protocols which maximize the delivery of high-quality services to clients and provide technical assistance to staff;
- Ability to analyze issues and problems from multiple perspectives, identify solutions and recommend appropriate action;
- Knowledge of organizational processes and design, and administrative techniques;
- Knowledge of quantitative and qualitative analysis and statistical research methods, techniques, and procedures;
- Ability to plan and conduct audits, evaluate program compliance and recommend improvements in operations;
- Ability to document processes and procedures and keep workflows functioning over extended periods of time;
- Ability to work on concurrent tasks in a fast-paced environment while effectively prioritizing and coordinating work assignments;
- High proficiency in MS Office 365 (Word, Excel, Outlook), databases, virtual meeting platforms, internet, and ability to learn new or updated software;
- Strong interpersonal and customer service skills;
- Strong communication skills (oral and written);
- Strong organizational skills and attention to detail, accuracy, and follow-through;
- Critical thinking skills, and ability to understand the larger picture beyond the details;
- Ability to maintain strict confidence as required by HIPAA, 42 CFR, and Oregon Statutes;
- Ability to build and maintain positive relationships;
- Ability to function well and use good judgment in a high-paced and at times stressful environment;
- Ability to manage conflict resolution and anger/fear/hostility/violence of others appropriately and effectively;
- Ability to work effectively and respectfully in a diverse, multi-cultural environment;
- Ability to work independently as well as participating as a positive, collaborative team member.

TOOLS AND EQUIPMENT USED: Computer/laptop, copy/fax/scanning machines, printer, telephone or multi-line phone.

WORK ENVIRONMENT/PHYSICAL DEMANDS: The work environment is respectful, multi-cultural and inclusive, and the characteristics described above are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The position requires the employee to dress in a manner that meets the standards for professional attire at Best Care or per department-or job-specific requirements (See Dress Code Policy in Employee Handbook). Other conditions/demands include:

- Primarily indoors (95%)
- Prolonged periods sitting at a desk and working on a computer/laptop, with occasional standing and walking
- Exerts force or lifts/carries up to 10-20 pounds at times
- Pushes/pulls 50-75 pounds occasionally
- Continuous use of arms, wrists, hands to perform repetitive tasks/motions
- Occasional grasping/squeezing and reaching above or below shoulder-level
- Must be able to hear alarms/telephone/audio/normal speaking voice
- Must have clarity of vision: Near (<20"); Mid (>20" to < 20'); Far (> 20')
- Must be able to drive motor vehicle to perform job
- May be exposed to communicable disease

ACCEPTANCE AND EQUAL EMPLOYMENT OPPORTUNITY:

BestCare provides equal employment opportunities to all employees and applicants for employment without regard to race, color, national origin/ancestry, religion, sex, sexual orientation, gender, gender identity, marital or family status, age, genetic information, expunged juvenile record, military status or performance of duty in a uniformed service, physical or mental disability, or any other characteristic protected by local, State, or Federal laws, regulations, or ordinances. Equal employment opportunity applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.

I have received, reviewed, and accept the above job description and understand that this does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the business needs for the employer and requirements of the job change.

Employee Name (Print):		Date:	
Employee Signature:			