

Whatley Health Services, Inc.
Job Description

Position Title: Director of Quality Management

Department: Administration

Reports To: Chief Medical Officer

FLSA: Exempt

Summary:

Supports the development and implementation of the quality improvement program to include: assessment, monitoring of data and outcomes, assisting in improvement processes to impact outcomes, and updating policy and procedures to reflect regulatory and compliance standards. Drives key quality improvement projects in order to receive needed data that reflects the overall health of the quality plan.

Supervisory Responsibility:

Directs and supervises the operation

QUALIFICATIONS:

Education, Training, Experience and Other Requirements

- Masters Degree in Health Education and/or Public Health Administration ideal, or a combination of formal education and clinical work experience preferred. Must be a licensed healthcare clinical provider.
- The combination of formal education and work experience should be no less than five years.
- Ability to make independent decisions.
- Ability to provide leadership.
- Experience in program evaluation and Quality Management.
- Good writing, communication, negotiation and team building skills.
- MIS experience helpful.

Essential Duties and Responsibilities: *Other duties may be assigned by the supervisor.*

- Establishes and/or revises existing Organizational policies and procedures necessary for successful implementation of the Quality Management (QM) Program.
- Pursues methods to ensure receipt of relevant data, as required for accurate trending of various QM work plan metrics.
- Analyzes key plan metrics, such as top diagnoses, clinical procedures, and operational performance, to enable the development of sound and valid recommendations regarding and prioritization of clinical and service improvement initiatives.

- Works with QM Coordinator to convene various QM committees and work groups, set agenda to drive desired meeting outcomes (based on contract and compliance requirements), and ensure proper recording of committee activities.
- Acts as knowledge expert for continuous quality improvement activities, educating staff of other functional areas regarding the QM process and compliance requirements.
- Facilitates, communicates and administers quality measurement activities. Applies statistical techniques to track and trend issues/results.
- Manages and monitors clinical quality studies to include receipt and analysis of trended data, assessment of national benchmarks as available, development of improvement recommendations, presentation to senior leadership, implementation of plan, and evaluation for desired result.
- Recommends strategies to improve member compliance to QM program activities, addressing methods to change knowledge, attitudes and behaviors.
- Recommends methods to improve network provider compliance to health plan QM Program policies and procedures, including profiles/scorecards and efforts to increase provider compliance to practice guidelines, such as through medical peer review.
- Participates in WHSI inter-disciplinary team based care.
- Develop and facilitate quality training and development.

Tools and Equipment: Operates standard office equipment including computer, copier machine, fax machine and telephone.

Working Conditions: Indoor work in an office atmosphere.

Physical Demands:

While performing the duties of this job, the employee is routinely required to sit, speak and listen. The employee is regularly required to stand and walk. Lifting, grasping and pulling may be required when setting up displays at various events.

Performance Expectations:

A satisfactory performance evaluation is required for retention, promotion and salary increase.

Employee Signature

Date

This organization reserves the right to revise or change job duties and responsibilities as the need arises.

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