



Job Description

Job Title: Quality Improvement Specialist

Department: State and Private Services

Reports To: Account Manager

FLSA Status: Exempt

Prepared By: Director of Human and Administrative Resources

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Summary: Evaluates and validates performance improvement projects (PIPs) and performance measures (PMs) including verification of calculations for external quality review purposes; provides technical assistance and statistical analysis related to projects for managed care organizations (MCOs); assists with mental health clinical review.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Evaluate performance improvement projects and performance measures to determine validity, reliability and adherence to standards.
- Assist project teams in development of healthcare quality improvement initiatives.
- Provide technical assistance regarding research and evaluation methodologies including teaching basic statistical methodology to MCOs; assist MCOs to integrate PIPs and PMs into their quality evaluation and plan.
- Evaluate reliability of primary and secondary data sources and both quantitative and qualitative data.
- Evaluate MCO systems ability to obtain necessary data in appropriate formats.
- Appropriately utilize data bases to store, retrieve, query and analyze data using MS Access or SQL.
- Perform statistical analyses using appropriate theories, methods and tools;
- Determine reliable sample size using statistical methods, evaluate sample design and sample selection of projects.
- Write narrative reports with appropriate test, figures, and tables; communicate results of analyses in presentations.
- Assist with mental health clinical review.
- Assist with development of business proposals.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- Analytical - synthesizes complex or diverse information; collects and researches data; uses intuition and experience to complement data; designs work flows and procedures.
- Problem Solving - identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- Teamwork - balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

- Judgment - displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.
- Motivation - sets and achieves challenging goals; demonstrates persistence and overcomes obstacles; measures self against standard of excellence; takes calculated risks to accomplish goals.
- Planning/Organizing - prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; organizes or schedules other people and their tasks; develops realistic action plans.
- Quality - demonstrates accuracy and thoroughness; looks for ways to improve and promote quality; applies feedback to improve performance; monitors own work to ensure quality.
- Quantity - meets productivity standards; completes work in timely manner; strives to increase productivity; works quickly.
- Innovation - displays original thinking and creativity; meets challenges with resourcefulness; generates suggestions for improving work; develops innovative approaches and ideas; presents ideas and information in a manner that gets others' attention.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education, experience, knowledge, skill, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education

Masters degree in healthcare field and training and/or education in statistical and quality improvement methods.

Experience

- 2 – 5 years experience in healthcare quality improvement.
- 2 – 5 years mental health clinical experience in healthcare field.
- Experience in healthcare data analysis including use of information systems and statistical methods.
- Experience providing training and technical assistance.
- Experience using MS Access or SQL.
- Experience using SPSS or SAS preferred.

Knowledge, Skills and Abilities

- Knowledge of application of research/evaluation methodologies and statistics.
- Knowledge of managed care, Medicaid managed care preferred.
- Knowledge of quality improvement processes.
- Ability to participate productively in self-directed work teams, with a high degree of independence.
- Ability to prioritize multiple projects, work under deadlines, and produce error-free products.
- Demonstrated ability to work with both internal and external clients in a team environment.

Language Skills

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Working Conditions**Materials and Equipment Directly Used;**

- Networked computer including video display terminal, mouse and various other peripherals in a Windows environment.
- Standard office equipment.

Work Environment and Physical Activities

- Sedentary work and computer work.
- Travel within and out of the state with some overnight travel.
- Must possess and maintain acceptable driving record.
- Ability to talk to the public in person and via telephone using the English language.

Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to stand, walk and lift and/or carry up to 35 pounds.

Work Environment The work environment characteristics described here 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 noise level in the work environment is usually moderate.

This Job Description in no way constitutes a contract for employment.