

POSITION DESCRIPTION**QUALITY IMPROVEMENT SPECIALIST**

Compliance
Region Ten Community Services Board

CLASSIFICATION TITLE: Quality Improvement Specialist

GENERAL STATEMENT OF RESPONSIBILITIES:

This is a full time FLSA non-exempt position. The incumbent is responsible for the day to day work of compliance duties of the quality assurance department under the supervision and guidance of the Director, Compliance Services. The quality improvement specialist is responsible for ensuring that the documentation of clinical services is in compliance with the licensure requirements of the Department of Behavioral Health and Developmental Services, and the requirements of the various Medicaid Programs. He/she will have responsibility for taking client service data and documenting that the clinical information in the client record substantiates criteria for a billed service. The incumbent has the additional responsibility of working with the Program Manager, Compliance Services to further design the quality assurance program and to computerize the quality assurance program. The incumbent will perform utilization review, quality assurance, and compliance audits. In addition, this position will perform human rights investigations with recommendations, monitoring and feedback regarding mitigation of any findings and be knowledgeable of all regulatory requirements.

The incumbent will serve under the direct supervision of the Director, Compliance Services. Position performance requires the use of a variety of complex, technical procedures and the analysis of facts in determining action. The incumbent plans own work after definite schedules and objectives are set by the supervisor with unusual situations being referred to the Program Manager or Director, Compliance Services. In carrying out duties, he/she performs by following standard office practices, applicable professional ethics, established Region Ten policies, and state licensure, Medicaid and other applicable policies and procedures.

The essential functions of this job are starred below (*) under "Major duties."

MAJOR DUTIES:

1. *Reviews client records to ensure compliance with the Department of Behavioral Health and Developmental Services licensure requirements, Department of Medical Assistance Services (DMAS) requirements, and DMAS (Medicaid) Waiver requirements
2. *Perform environmental, personnel, and documentation/clinical audits related to contracted provision of Developmental Disability Case Management to ensure contractor compliance with contractual agreements and DBHDS and DMAS requirements
3. Assists in scheduled and unscheduled audits and contributes suggestions for the uniformity of all data systems.
4. Designs and researches new quality assurance processes and assists in development and maintenance of report based quality assurance processes
5. Assist clerical support staff in learning and developing quality assurance systems
6. Ensures Confidentiality of records when responding to request from staff
7. Provide feedback and status information regarding quality assurance issues as requested
8. Assists with special projects as assigned by the Program Manager, Compliance Services and Director, Quality Improvement and Standards
9. Updates and modify licensure and Medicaid training materials
10. Reads all agency communication (i.e., Ten, Region Ten's newsletter, E-mail, etc.)
11. Creates and maintains a pleasant, supportive yet professional environment to meet employee Quality Assurance needs in a time effective, efficient manner. Is careful to establish and maintain professional boundaries and maintain confidentiality as regards to all issues
12. Assists Program Manager and Director of Compliance Services in revising all necessary quality assurance documentation to reflect requirements
13. *Maintain knowledge of Department of Behavioral Health and Developmental Services, DMAS and State Licensure requirements
14. *Assist Directors, Manager and Clinicians in corrective actions for regulatory issues and/or documentation deficiencies.
15. Maintain audit results for future retrieval and to support audit/interview findings
16. Ensure QA Audit criteria complies to current Department of Behavioral Health and Developmental Services licensures requirements and Department of Medical Assistance Services requirements-revise, update, and distribute as necessary
17. Works effectively in a team orientation decision process
18. Assists the Compliance Services Program Manager with reporting serious injuries and allegations of abuse to the state licensure and human rights representatives
19. *Scan documents into electronic clinical services records for persons served
20. Provides excellent customer service to staff and others
22. Perform other duties as assigned

QUALITY IMPROVEMENT SPECIALIST

Center for Quality Improvement and Standards – Region Ten Community Services Board

Page 2

QUALIFICATIONS:

Must meet certification as QMHP (Qualified Mental Health Professional) and QMRP (Qualified Mental Retardation Specialist) as set forth by Department of Behavioral Health and Developmental Services. Familiarity with psychology, psychological terms and medical language is helpful. In addition, the incumbent needs to possess the following knowledge, skills and abilities:

Knowledge of: All regulatory requirements, to include Medicaid Waiver and Waiver re-design, DOJ settlement agreement, fundamentals of sound clinical documentation, the methods of accomplishing compliance, data analysis methods, filing; record keeping; standard business English; medical terminology, and research methods.

Skills in: Organization, training, record keeping, filing; computer use, data entry problem solving, , accomplishing compliance, analysis of data and written records, computers and keyboarding, goal driven attitude, independent self-starter, detail-oriented report writing, data interpretation, Microsoft computer systems and electronic health systems, excellent communication in both oral and written formats with skills in public speaking and developing presentations and reports, excellent interpersonal skills to foster positive working relationships.

Abilities to: read, understand and interpret state and federal licensure and Medicaid regulations, read client records, analyze documentation in order to note deficiencies pattern or trends in records, the automated data system or the quality assurance system itself; decipher handwriting and terminology, see a job through to completion, maintain high quality standards without supervision, accommodate customers while working within agency guidelines, honesty, dependability and unconditional ethics, works well under pressure, prioritize workload, be staff centered and customer oriented.

ADMINISTRATIVE PERFORMANCE EVALUATION STANDARDS:

This position is evaluated according to the Administrative Performance Evaluation Standards.

POSITION LOCATION: Region Ten Community Services Board
500 Old Lynchburg Road
Charlottesville, Virginia 22903

POSITION ORGANIZATION CHART

Director, Compliance
|
Quality Improvement Specialist

GRADE: 10

SCHEDULE: 40 hours per week.

Position Description Updated: December 1, 2018