



CENTRAL CALIFORNIA ALLIANCE FOR HEALTH

Position Title: QUALITY IMPROVEMENT COORDINATOR
Position Status: Exempt
Reports to: Clinical Decision Quality Manager
Effective Date: 12/07/1998
Revised Date: 04/01/02, 07/23/10, 07/11/12, 01/30/14; 03/17/2016

SUMMARY DESCRIPTION: Under direction, this position:

1. Conducts studies and analyzes data to evaluate the Alliance's performance in quality improvement;
2. Analyzes, develops and implements improvement activities to increase compliance rates as measured by nationally standardized benchmarks and definitions;
3. Assists the Clinical Decision Quality Manager with Healthcare Effectiveness Data and Information Set (HEDIS) reporting;
4. Leads and participates in special projects, as directed; and
5. Performs other duties as assigned.

DUTIES AND RESPONSIBILITIES:

1. Conducts studies and analyzes data to evaluate the Alliance's performance in quality improvement, with duties including but not limited to:
 - Performing computer-based statistical analysis of data related to the Quality Improvement (QI) program;
 - Collecting data from one or more sources including encounter, claims and other data sources;
 - Monitoring and ensuring the validity of data;
 - Utilizing Alliance data systems to generate, manipulate and analyze data;
 - Evaluating reports for accuracy of data;
 - Performing analysis to determine statistically significant trends in the data compared to industry standards and recognized benchmarks;
 - Providing technical expertise in statistical analysis to staff of Health Services and external agencies as necessary;
 - Creating process documentation for QI/HEDIS activities; and
 - Collaborating with practices to integrate their electronic medical record data into vendor software.
2. Analyzes, develops and implements improvement activities to increase compliance rates as measured by nationally standardized benchmarks and definitions, with duties including but not limited to:
 - Identifying preventive care areas with declining or plateauing compliance rates over time, including root cause analysis for contributing factors;

- Participating in developing and implementing interventions, including provider level report cards;
 - Evaluating and reporting compliance rates on a quarterly basis;
 - Working with provider offices directly to increase compliance rates and practice improvement; and
 - Requesting information from physician and other providers' offices.
3. Assists the Clinical Decision Quality Manager with Healthcare Effectiveness Data and Information Set (HEDIS) reporting, with duties including but not limited to:
 - Coordinating and submitting convenience and over read samples to the External Quality Review Organization (EQRO) to ensure quality data;
 - Maintaining HEDIS member exclusion data;
 - Submitting Interactive Data Submission System (IDSS) to National Committee for Quality Assurance (NCQA);
 - Maintaining a problem log of certified HEDIS software issues;
 - Reviewing and validating accurate location and contacts for medical record requests;
 - Training staff in the use of HEDIS certified software;
 - Working with supplemental data sources such as immunization registries and lab vendors;
 - Collaborating with other County Operated Health Systems (COHS) regarding joint HEDIS activities and reporting; and
 - Serving as point person for HEDIS staff regarding correct HIPAA protocol around member calls and transporting Personal Health Information (PHI).
 4. Leads and participates in special projects, as directed.
 5. Performs other duties as assigned.

EDUCATION AND EXPERIENCE:

- Bachelor's Degree in Statistics, Computer Science or a Healthcare related field; and
- Three (3) years of experience in statistical analysis pertaining to quality improvement in a managed care environment; or an equivalent combination of education and experience which would provide the required knowledge, skills and abilities may be qualifying.

JOB SPECIFIC KNOWLEDGE, SKILLS AND ABILITIES:

- Working knowledge of the principles and methods of research methodology, statistical analysis and report design;
- Working knowledge of HEDIS reporting;
- Working knowledge of Medicare and Star ratings;
- Working knowledge and understanding of relational databases;
- Working knowledge and understanding of SQL;
- Working knowledge of and proficiency in the use of Windows based PC system and a range of software packages, including Microsoft Outlook, Word, Excel, Access and PowerPoint;
- Some knowledge of the concepts of Medi-Cal managed health care;
- Some knowledge of Title 22 regulations;
- Ability to evaluate medical records and other health care data;
- Ability to plan, organize and lead data collection activities;

- Ability to resolve simple and/or complex analytical problems;
- Ability to present statistical and technical data in a clear and understandable manner utilizing appropriate visual aids; and
- Ability to effectively facilitate and coordinate the work of a workgroup engaged in quality improvement activities.

ALLIANCE STANDARD KNOWLEDGE, SKILLS AND ABILITIES:

- Ability to communicate effectively, both orally and in writing;
- Ability to establish and maintain effective and cooperative working relationships with Alliance staff and others contacted in the course of the work;
- Ability to assume responsibility and exercise good judgment in making decisions within the scope of authority of the position;
- Ability to think and work effectively under pressure and accurately complete tasks within established times;
- Ability to prioritize tasks and deadlines;
- Ability to maintain confidentiality; and
- Valid California Driver License, transportation and automobile liability insurance in limits acceptable to the Alliance.

DESIRABLE QUALIFICATIONS

- Master's Degree in Statistics, Computer Science or a Healthcare related field.

WORK ENVIRONMENT AND PHYSICAL DEMANDS:

- Ability to sit in front of and operate a video display terminal for extended periods of time;
- Ability to bend, lift and carry objects of varying size weighing up to 10 pounds; and
- Ability to travel to different locations in the course of work.

All the Alliance employees are expected to:

- Comply with all the Alliance safety requirements; and
- Adhere to all Alliance policies and procedures.

The job duties, elements, responsibilities, skills, functions, experience, educational factors and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. The Alliance reserves the right to revise this job description at any time.