

Job Title: Quality Management Analyst
Department: Quality Management
Reports To: Director of Quality Management
FLSA Status: Exempt
Physical Strength: Light (L)

Prepared By: Boldt
Prepared Date: July 2019
Approved By: Oksen
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SUMMARY

This position is responsible for developing and implementing quality management initiatives based on data analysis and trends by working with local, state, and national stakeholders to improve the quality of health care in Klamath County. This position will receive, analyze and interpret data from multiple sources to validate the efficacy of quality management programs and improvement projects, and will make recommendations for appropriate training, technical assistance, and/or corrective action by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES other duties as assigned...

1. Analyzes quality assurance data from multiple internal and external sources to assess the quality of care and services provided to members and identifies areas for improvement.
2. Plans, coordinates, and implements quality improvement projects and programs.
3. Maintains tracking systems and assists in preparing reports for quality improvement projects, programs, and metrics evaluation.

JOB DUTIES

- Facilitates and supports the design, collection and analysis of clinical, operations, and member and provider satisfaction studies to monitor or improve performance.
- Collects and validates data used to monitor the performance of internal and external quality initiatives; develops dashboards and scorecards as necessary.
- Assists in the evaluation and development of data management systems.
- Acts as a resource to physicians, non-physician providers, support staff, administrators, and other personnel in encouraging the promotion of the Quality Management program's quality initiatives.
- Participates in strategic planning related to quality management.
- Participates in activities to identify and evaluate innovative solutions and best practices as they apply to quality management.
- Assists in the monitoring, review, and revision of quality management policies and procedures.
- Maintains confidentiality and complies with HIPAA rules and regulations.
- Maintains punctual, regular and predictable attendance.

- Works collaboratively in a team environment with a spirit of cooperation.
- Displays excellent communication skills including presentation, persuasion, and negotiation skills required in working with members and coworkers, including the ability to communicate effectively and remain calm and courteous under pressure.
- Respectfully takes direction from manager.

SUPERVISORY RESPONSIBILITIES

This position does not have any supervisory responsibilities.

QUALIFICATIONS

Ability to perform essential job duties with or without reasonable accommodation and without posing a direct threat to safety or health of employee or others. To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

Bachelor's Degree from four-year college or university and two to four years related experience and/or training; or equivalent combination of education and experience.

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, providers, members, and the general public.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry. Ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.

COMPUTER SKILLS

Job requires specialized computer skills. Must be adept at using various applications including database, spreadsheet, report writing, project management, graphics, word processing, presentation creation/editing, communicate by e-mail and use scheduling software.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

CERTIFICATES, LICENSES, REGISTRATIONS

This position does not require and certificates, licenses, or registrations. Certified Professional in Healthcare Quality (CPHQ) or ability to work toward CPHQ certification is preferred.

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.



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Job Description

The employee must occasionally lift and/or move up to 25 pounds. 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 occasionally required to stand; walk; reach with hands and arms and stoop, kneel, crouch, or crawl.

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.
