



JOB DESCRIPTION

Title: Quality Improvement (QI) Specialist

Division(s): Quality Performance Management (QPM)

Reports to: Senior Director, QPM

Job Summary: Under the supervision of the Senior Director, QPM, the QI Manager supports planning, implementing, monitoring and evaluating QI initiatives and interventions. The QI Manager contributes to the design of QI measurement strategies and systems, provides QI guidance and advising for network partners, provides QI training for CBC staff, and collaborates on the development of QPM staff QI skills across CBC's IPA and programs. The QI Manager also collaborates with external providers, vendors, subject matter experts and other consultants that participate in the development, implementation and evaluation of QI initiatives to improve network processes and member outcomes.

Minimum Education Requirements:

- A graduate degree in Social Work, Psychology, Public Administration, Nursing, Public Health, Public Policy, Business, or a related field.

Essential Duties and Responsibilities

- Strategic Planning
 - Works with Senior Director to formulate recommendations on opportunities for improvement based on IPA performance measures (inclusive of HEDIS/QARR, TCGP, CMS, MCOs, social determinants of health, and other identified data sets)
 - Works with the Senior Director on development of annual QI agenda and goals
 - Documents processes, procedures and responsibilities for achieving quality practices and objectives
- Research and Materials Development
 - Research QI methods, tools and best practices and develop QI supporting materials
- Data Management and Reporting
 - Works collaboratively with CBC's data team to design, review and analyze QI reports and dashboards developed by the data team
 - Reviews and present QI data in various IPA and program network provider and quality meetings



- Manages tasks related to aggregating and presenting data for the purpose of measuring performance across network providers
- Performance Monitoring
 - Interprets, implements, and evaluates adequacy of CBC quality improvement standards
 - Supports the Senior Director with internal/external audits as needed
 - Collaborates with QPM Specialist and Senior Director on review of QA/compliance issues to identify QI needs
 - Supports QPM Specialist in making recommendations for programs to improve data quality and compliance with CBC program standards
- QI Coaching/TA
 - Provides QI coaching and Technical Assistance to develop skills and abilities to support QI initiatives/activities
 - Participates in meetings with network agencies to establish plans for attaining quality objectives for existing and new programs
 - Monitors network partner agency participation in QI initiatives
- Leadership and Facilitation
 - Co-chairs IPA Clinical/Quality Improvement Committee
 - Develops and facilitate group QI initiatives/activities
 - Conducts site visits to network provider agencies as needed
- Education and Training
 - Network Provider Agency Training - Develops and facilitates trainings in collaboration with CBC's Training Institute, to assist network provider agencies for improving processes, outcomes and member experience
 - CBC Staff Training - Supports Quality Assurance/Performance Improvement (QA/PI) across CBC, by providing education and training to CBC program staff that are charged with conducting QA/PI activities, such as case record reviews, incident reporting, policy and procedure development, internal program reports, Performance Improvement Plans (PIPs), and engaging in rapid cycle improvement to test new approaches to improve outcomes.
- Represent CBC
 - Attends NYS HH Coalition Meeting Related to QA/QI workgroups as well as other external QI workgroups when needed
- Reporting/Communications
 - Highlights key QI initiatives, meetings and statistical outcomes in CBC's monthly newsletter, grant applications and other publications as requested
- Performs other related duties, as assigned



Experience:

- Minimum of 3-5 years' experience in working with the Behavioral Health population in quality assurance/improvement activities, UR/UM
- Superior communication and writing skills
- Advance knowledge of analyzing, interpreting and reporting data
- Advance Knowledge of Microsoft office applications, including Excel
- Experience with Tableau or other data visualization software
- Experience in facilitating rapid cycle improvement (ex. PDSA) or other QI models for improvement to test new approaches to solve for underlying causes of systemic problems or barriers to improvement and improve outcomes
- Experience serving or developing systems who serve persons with chronic health conditions, behavioral health conditions, persons experiencing homelessness, and persons with Medicaid
- Ability to manage multiple projects and ask for help when needed
- Ability to participate on a team to accomplish tasks
- Ability to work with all stakeholders: members, network, families, and government staff in a caring and respectful manner, and with due understanding of and consideration for cultural differences
- Strong customer service skills and the ability to analyze data to resolve provider and insurance service issues

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Other duties, responsibilities and activities may change or be assigned at any time with or without notice.

To apply, please send your cover letter and resume to hr@cbcare.org