



JOB DESCRIPTION

Title: Quality Performance Management (QPM) Specialist

Division(s): Quality Performance Management

Reports to: Senior Director, QPM

Job Summary: Under the supervision of the Senior Director, QPM, the QPM Specialist supports CBC's enterprise-wide quality performance and management platform across CBC's IPA and programs. The QPM Specialist leverages partnerships with network provider agencies and external payers to identify gaps in critical data elements and informs CBC on how best to measure network provider quality care outputs and performance outcomes. The QPM Specialist is also responsible for utilizing data to provide oversight and reporting for CBC's programs to support adherence to compliance and quality performance standards outlined by CBC and regulatory entities.

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, QPM to formulate recommendations on opportunities for improvement based on performance measures (inclusive program and contract-specific measures as well as HEDIS/QARR measures related to closing programmatic gaps in care).
- Policies, Procedures and Standards
 - Drafts, maintains and edits quality assurance policies and procedures based on contractual guidelines and best practices.
 - Interprets, implements and evaluates adequacy of quality assurance/improvement standards.
- Data Management and Reporting
 - Manages tasks related to extracting, aggregating and presenting data for the purpose of measuring performance across network providers.
 - Reviews QI data quarterly.
 - Makes recommendations for programs to improve data quality and compliance with program standards.



- Auditing and Incident/Complaint Management
 - Coordinates and supports on-site audits conducted by external regulatory entities/payers.
 - Documents internal/external audits and other QPM activities, including and not limited to Performance Improvement Plans (PIPs) and Enhanced Oversight Plans (EOPs).
 - Investigates and reports member complaints and non-conformance issues and recommends remediation.
 - Reviews, conduct root cause analysis and reports incidents as directed by regulatory entities.
- Compliance and Quality Assurance
 - Supports network provider agencies with ongoing compliance with quality and regulatory requirements.
 - Drafts Performance Improvement Plans (PIPs) and Transition Action Plans (TAPs) for network provider agencies and participates on calls with agency leadership to develop a plan for improvement/transition.
 - Conducts site visits to network provider agencies.
 - Participates in meetings with Managed Care Organizations and other regulatory entities to analyze performance data and assists with audits, requests for records and case conferences.
- Quality Improvement
 - Supports QI Specialist with developing and implementing group QI initiatives.
 - Monitors network partner agency participation in QI initiatives.
 - Provides QI coaching and Technical Assistance as needed.
- Leadership and Facilitation
 - Chairs quarterly Incident Review Committee Meetings.
 - Chairs Health Home Quality Management Team (QMT) and Children's QMT meetings.
- Education and Training
 - Network Partners – Co-develops and co-facilitates trainings in collaboration with the Training Institute to assist network provider agencies in maintaining quality performance standards and outcomes measures as well as improving processes, outcomes and member experience.
 - CBC Staff Training - Supports Total Quality Management (TQM) across CBC by providing education and training to CBC program staff that are charged with conducting QA activities, such as case record reviews, incident reporting, policy and procedure development, internal program reports, and PIPs.
 - Determines appropriate cadence for needed programmatic trainings based on provider performance trends.



- Reporting/Communications
 - Highlights key compliance/QA audits, policies, meetings, etc. in CBC's monthly newsletter and other publications
- 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 Microsoft office applications, including Excel.
- Experience with Tableau or other data visualization software.
- 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.

Additional Details:

- **Salary Scale: 65,000 – 68,000**
- **How to Apply: please submit cover letter and resume to hr@cbc.org**

Due to the volume of candidates we receive, unfortunately, we are unable to respond to every applicant.
Only applicants scheduled for an interview will be contacted.