JOB DESCRIPTION

Title: Quality Performance Management (QPM) Specialist

Division(s): Quality Performance Management

Reports to: Compliance Officer & Vice President, QPM

Job Summary: Under the supervision of the Compliance Officer (CO) & Vice President, 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.

Essential Duties and Responsibilities

Strategic Planning

- Works with CO & Vice President, 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.
- Make 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).
- Investigate and reports member complaints and non-conformance issues and recommend 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.
- 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 CO& VP, QPM 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 training based on provider performance trends.

Reporting/Communications

- Highlights key compliance/QA audits, policies, meetings, etc. in CBC's newsletter and other publications

Performs other related duties, as assigned.

Minimum Education & Experience Requirements:

- A graduate degree in Social Work, Psychology, Public Administration, Nursing, Public Health, Public Policy, Business, or a related field.
- Minimum of 3-5 years' experience in working with the Behavioral Health population in quality assurance/improvement activities, UR/UM.

Skills Requirements:

- Knowledge of New York state's behavioral health landscape including knowledge of its behavioral health providers.
- Impeccable organizational skills with strong attention to detail.
- Excellent written and verbal communication skills.
- Knowledge of Microsoft Forms or similar applications.
- Solid demonstrable skills in Microsoft Office Suite – with medium to advanced knowledge of Excel, Word and PowerPoint.
- Comfortability managing and manipulating data.
- Excellent technological skills including Zoom and willingness to learn new systems.
- Strong technological skills in use of software and web-based computer applications, including but not limited to Word, Excel, Outlook, and PowerPoint.
- Ability to multi-task, manage and appropriately prioritize between competing projects.
- Able to demonstrate flexibility and adapt quickly to change.
- Excellent interpersonal skills.

Additional Information

CBC's enterprise-wide commitment is to foster a more diverse, equitable and inclusive workplace. We are focused on developing, engaging, and retaining a diverse workforce and leadership team because the more our workforce reflects the diversity of our participants, the better and more authentically we serve them and improve enterprise operations.

Our core values of integrity, respect, maximizing the individual potential, maintaining a supportive work environment and being data informed allow us to provide effective, timely, equitable and people-centered services which is the key to positive health outcomes for those we serve.