

COMPLIANCE AND QUALITY IMPROVEMENT COORDINATOR I/II

DEFINITION

Under direction, the Compliance and Quality Improvement Coordinator I/II, plans and coordinates a variety of activities and operations of the Compliance and Quality Improvement Division within HHSA - Behavioral Health Unit; may provide supervision over lower level staff; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Compliance and Quality Improvement Coordinator I: This is the professional entry level class in the Compliance and Quality Improvement Coordinator Series. This class is distinguished from the Compliance and Quality Improvement Coordinator II by the performance of the more routine tasks and duties assigned to positions within the series and by the lack of a required license. Since this class is typically used as a training class, employees may have only limited directly related work experience

Compliance and Quality Improvement Coordinator II: This is the full professional journey level class within the Compliance and Quality Improvement Series. Employees within this class are distinguished from the Compliance and Quality Improvement Coordinator I by the performance of the full range of duties as assigned, requiring attainment of a license or license waived. Incumbents must possess a significant level of specialized, technical expertise beyond that expected at the entry level. Positions at this level require highly specialized knowledge, skills, abilities and experience, and often exercise independent judgment in the performance of their duties. Positions in this class are flexibly staffed and are normally filled by advancement from the entry level, or when filled from the outside, have prior experience or required licensing.

SUPERVISION RECEIVED AND EXERCISED

Receives limited supervision from a Compliance and Quality Improvement Manager or Deputy Director. Supervisory responsibilities may include direct and indirect supervision over professional, technical and clerical staff.

EXAMPLES OF DUTIES:--Duties may include, but are not limited to, the following:

Plans and coordinates compliance and quality information services and activities for programs within the HHSA - Behavioral Health Unit.

Performs regular auditing and monitoring activates and reviews the quality assurance and utilization review activities for compliance with federal and state requirements; integrates recommendations to past compliance problems into a quality assurance program.

Assesses and identifies compliance violations and issues; and recommends an appropriate solution for correction; meets with staff to determine a corrective action plan and/or recommends disciplinary action be taken.

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Prepares, reviews and analyzes data to identify trends and issues; such as, no show data, exit interview data, mental health services/crisis data, etc.

Attends and participates in various committees and meetings; reports out on quality improvement initiatives, issues and activities.

Develops training programs for staff, contractors and providers on regulations, policies and procedures, code of conduct, documentation, etc.

Reviews and revises the Quarterly Management Work Plan to comply with new regulations; evaluates the previous year's work plan goals and develops new goals.

Develops systems, including written policies and procedures, for monitoring providers to ensure compliance with applicable state and federal regulations.

Communicates with management staff and state and local agencies on program needs, problems, regulations and requirements; acts as a liaison between staff and management related to compliance and quality improvement issues.

Selects, trains, motivates and evaluates assigned personnel; works with employees to correct deficiencies and implements discipline.

Delegates and supervises the work product; reviews division reports to ensure data integrity, soundness of methodology applied and accuracy of data reporting.

Works collaboratively with supervisory and management staff in monitoring departmental a divisional goals, policies and procedures, and determining priorities.

Performs related duties as assigned.

QUALIFICATIONS:

Knowledge of:

Principles and practices of state and federal regulations, statutes, rules, ordinances, codes and regulations pertinent to HHS programs

Principles and applications of social work, clinical psychology, rehabilitative, mental and medical services

Medi-Cal regulations, contract management, coding and billing

Psychiatric and medical terminology

Behavioral health theories, methods and practices

Auditing and agency assessment functions

Electronic medical records documentation

Process improvement, performance measurement, and quality management tools

Investigation and interviewing techniques

Research methodology and statistics

Computer programs and software applications

Principles and practices of supervision, training, and performance evaluation

Business letter writing and report preparation; English language usage, punctuation, spelling and grammar

Ability to:

Work collaboratively with program managers and staff

Promote and support quality management initiatives and operating systems

Evaluate and interpret case results and performance outcome measures

Evaluate behavioral health problems and determine recommendations based on observations

Analyze programs, identify alternative solutions, project consequences utilizing technical and statistical information

Understand, interpret and apply pertinent laws, codes and regulations governing behavioral health programs and services

Assessing and prioritizing multiple tasks, projects and demands

Prepare a variety of reports, policy statements and correspondence utilizing technical and statistical information

Investigate and analyze complex and sensitive issues and complaints

Maintain confidentiality of administrative, personnel and clinical information

Select, supervise, train and evaluate staff

Establish and maintain cooperative-working relationships with those contacted in the course of work

Demonstrate personal diplomacy particularity in difficult or stressful situations

Communicate effectively both verbally and in writing

Adapt to changing technologies and learn the functionality of new equipment and systems

EXPERIENCE AND TRAINING GUIDELINES

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Compliance and Quality Improvement Coordinator I

Experience:

Two (2) years experience in the social work, human services, clinical psychology, nursing or a related field

Training

High school diploma or GED equivalent.

Compliance and Quality Improvement Coordinator II

Experience:

Two (2) years of full-time experience performing the duties comparable to a Compliance and Quality Improvement Coordinator I.

Training:

A Master's degree from an accredited college or university with major course work in social work, human services, clinical psychology, nursing or a related field.

LICENSE OR CERTIFICATE:

Compliance and Quality Improvement Coordinator II

Possession of one of the following valid licenses issued by the State of California: Licensed Clinical Social Worker, Associate Clinical Social Worker or Licensed Marriage, Family and Child Therapist.

WORKING CONDITIONS

Mobility - Frequent operation of a data entry device and sitting for long periods of time; occasional standing for long periods of time, walking, pushing/pulling, bending/squatting, driving, and climbing stairs.

Lifting - Frequently 5 lbs or less; occasionally 5 to 30 lbs.

Visual - Constant use of overall vision and reading/close-up work; frequent need for color perception, hand/eye coordination, and field of vision.

Dexterity - Frequent holding, reaching, grasping, repetitive motion, and writing.

Hearing/Talking - Frequent hearing of normal speech, hearing on the telephone, talking in person and on the telephone.

Emotional/Physiological Factors - Frequent decision making, concentration, and working alone; occasional public contact.

Special Requirements - Some assignments may require occasional working weekends, nights, and/or occasional overtime; occasional travel.

Environmental Conditions - Occasional exposure to noise, dust, and poor ventilation; occasional exposure to varied weather conditions.