

COMPLIANCE AND QUALITY IMPROVEMENT MANAGER

DEFINITION

Under direction, the Compliance and Quality Improvement Manager, plans directs, manages, oversees, and supervises the activities and operations of the Compliance and Quality Improvement Division within the HHSA- Behavioral Health Unit; identifies and assesses areas of compliance and risk, and prepares recommendations that reduce the risks in program activities; ensures that the Agency business and provider practices are compliant with federal, state and local regulations and requirements; and performs related work as assigned.

DISTINGUISHING CHARACTERISTICS

This management level classification is used in the Health and Human Services Agency - Behavioral Health Unit. This position is distinguished from the Compliance and Quality Improvement Coordinator by the overall management responsibility of a division that includes quality assurance, quality improvement and compliance. The Compliance and Quality Improvement Manager is expected to develop policies and procedures for compliance, quality assurance and program improvement; ensure employee awareness of the programs, develop reporting mechanism and prepare a risk assessment for the Agency.

The Compliance and Quality Improvement Manager classification differs from the HHSA Program Manager classification in that the latter typically has responsibility for a single or multiple specific program areas within HHSA.

SUPERVISION RECEIVED AND EXERCISED

Supervision is provided by the Deputy Director. Supervisory responsibilities include direct and indirect supervision over professional, technical and clerical staff.

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

Plan, organize, direct, manage and coordinate quality management services and activities for compliance, quality assurance and improvement programs within the HHS- Behavioral Health Unit.

Manage and participate in the development and implementation of goals, objectives, policies, and priorities for compliance, quality assurance and improvement programs.

Recommend and administer policies and procedures for compliance and quality assurance/improvement programs that implements federal, state, and local regulations including compliance with Medicare and Medicaid requirements and appropriate HIPPA requirements.

Select, train, motivate and evaluate assigned personnel; work with employees to correct deficiencies and implement discipline.

Delegate and supervise the work product; review division reports to ensure data integrity, soundness of methodology applied and accuracy of data reporting.

Serves as the primary lead for state and federal audits including preparation, responsible for managing the period auditors are present.

Monitor and review the quality assurance and utilization review activities for compliance with federal and state requirements; integrate recommendations to past compliance problems into a quality assurance program.

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

Communication with management staff and state and local agencies on program needs, problems, regulations and requirements.

Develop training programs for staff, contractors and providers on regulations, policies and procedures, code of conduct, documentation, billing and other compliance requirements.

Serve on a variety of boards, commissions, and committees; prepare and present staff reports and other necessary correspondence.

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

Perform related duties as assigned.

QUALIFICATIONS:

Knowledge of:

Principles and practices of state and federal regulations, statutes, rules, ordinances, code and regulations pertinent to Behavioral Health programs

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

Medi-Cal regulations, contract management and billing

Principles and practices of organization, administration and personnel management

Behavioral health theories, methods and practices

Auditing and agency assessment functions

Process improvement, performance measurement, and quality management tools

Working collaboratively with program managers and staff

Principles and practices of budget preparation and administration

Principles and practices of supervision, training, and performance evaluation

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

Modern office procedures, practices and technology, including the use of computer for data and word processing

Ability to:

Promote and support quality management initiatives and operating systems

Oversee and participate in the management of a comprehensive quality management programs

Participate in the development and administration of division goals, objectives and procedures

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

Apply knowledge of laws, regulations, and policies to decision making and problem solving; to identify solutions and courses of action that are most appropriate or compliant

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

Effectively manage the day-to-day operations of quality assurance, quality improvement and compliance programs

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

Select, supervise, train and evaluate staff; plan and assign workloads clearly and effectively

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

Demonstrate personal diplomacy particularity in difficult or stressful situations

Speak effectively in public and communicate clearly 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:

Experience:

Four (4) years of full-time professional program experience in quality management, planning and evaluation, quality improvement, or a closely related field including two (2) years of supervisory experience.

OR

Two (2) years of professional experience as a Compliance and Quality Improvement Coordinator.

Training:

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 required.

LICENSE OR CERTIFICATE:

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

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.

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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.

Classification Code:	0678100
Bargaining Unit:	10
FLSA Status:	N
Workers' Compensation Code:	8810
Pay Table:	CNTY
Range:	435