The Wedge Medical Center

JOB DESCRIPTION

JOB TITLE: Director of Continuous Quality Improvement
SUPERVISOR: Vice President, Compliance & Continuous Quality Improvement

SUMMARY
The position of Continuous Quality Improvement (CQI) Director is an administrative position within the Wedge organization. The CQI Director is a senior staff member in the Compliance & CQI Department. The CQI Director will be responsible for supporting the Vice President with overseeing organizational Quality Management and carrying out the CQI Plan for the agency. The CQI director makes use of the Electronic Health Record (EHR) system, myEvolv, to monitor, measure, and review internal processes. This position works closely with site managers to identify process and performance problems related quality improvement needs, and offer solutions and support to ensure successful program outcomes. The CQI Director works closely with members of upper management in the preparation of DDAP, OMHSAS, CBH and NIAC licensing, credentialing and compliance inspections. The CQI Director manages external partnerships and projects that relate to Quality Management.

QUALIFICATIONS
1. Master's degree strongly preferred, bachelor's degree required
2. Demonstrated knowledge of electronic health record data management and Electronic Health Records (EHR)
3. Demonstrated knowledge of licensing for mental health outpatient services, substance abuse outpatient and/or psychiatric rehabilitation services
5. Customer relations, marketing, or clinical experience to understand the process of quality management in behavioral health
6. Excellent organizational and follow-up skills
7. 1 to 2 years of supervisory or management experience
8. Advanced computer skills and ability to manage electronic databases
9. Ability to work independently as well as in a team environment
10. Ability to work collaboratively with other Wedge managers to provide support and monitor adherence to performance standards
11. Ability to demonstrate a consistent professional attitude in a fast-paced environment

ESSENTIAL FUNCTIONS
1. Must be able to remain in a stationary position for at least one hour at a time
2. Must be able to ascend/descend two flights of stairs
3. Must be able to move up to 20 pounds
4. Must be able to travel independently between Wedge locations and required external locations
5. Must have the ability to work in a fast-paced environment with clientele who have severe disabilities and challenging behaviors

DUTIES AND RESPONSIBILITIES
1. Responsible for preparing daily, weekly, monthly, quarterly and annual reporting in the EHR myEvolv and other data management systems to upper management.
2. Responsible for supervision and training of the CQI Coordinator and Health Information Specialists.
3. Responsible for assisting the Vice President with curating and writing policies, procedures and training manuals for the agency in addition to monitoring fidelity and adherence to Wedge performance standards set forth therein.
4. Responsible for identifying process and performance issues related to quality improvement needs while offering solutions and support to ensure successful program outcomes and successful utilization of myEvolv.
5. Responsible for conducting internal inspection for preparedness of licensing, credentialing and compliance audits by the state and local authorities.
6. Responsible for coordinating routine clinical record CQI/compliance auditing quarterly, during internal inspection visits at the sites, and more frequently as appropriate.
7. Responsible for leading CQI assessments and plans in the agency.
8. Responsible for overseeing Quality Assurance development, reporting, and monitoring, including but not limited to: QA reports, Peer Review, Narcan Inventory, Disaster Prep.
9. Responsible for external partnerships and projects that relate to Quality Management, in consultation with the Vice President.
10. Responsible for alerting management of overall concerns with regard to quality or compliance concerns with the completion of documentation and other myEvolv tasks.
11. Responsible for providing ongoing trainings for the Compliance & CQI Department in collaboration with the Vice President for compliance, ethics, and other required trainings.
12. Responsible for assisting the Vice President of Compliance & CQI in the review and analysis of pay-for-performance, program evaluation and outcome measures.
13. Assist the Vice President regarding research collaborations. Assist in the collection of research data.
14. Responsible for coordinating satisfaction surveys, focus groups, Peer Advisory Council, and other peer support and member engagement activities.

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15. Responsible for coordinating quality review committees, which will address quality improvement areas and submitting recommendations to the Vice President for review with upper management.
16. Responsible for providing training to staff on the EHR myEvolv, including providing on-site support if necessary.
17. Responsible for completing required continuing education annually as required by State and CBH regulations.
18. Responsible for attending all supervision meetings and staff meetings as assigned.
19. Responsible for adhering to all Wedge policies and procedures.
20. Responsible for adherence to compliance and continuous quality improvement procedures, including CQI reporting, internal audits and reporting fraud and abuse.
21. Responsible for other duties as assigned by supervisor and/or upper management.

My signature below indicates that I am in agreement with this job description, and further indicates that I have received a copy of this job description. I also understand that this job description is subject to change at any time.

__________________________________________
Signature of Employee
__________________________________________
Date

__________________________________________
Signature of Witness
__________________________________________
Date