



JOB DESCRIPTION: Quality Manager

EMPLOYMENT CATEGORY: At-will, Administration

POSITION HIRED BY: Mid-State Health Network (MSHN)

FULL-TIME/PART-TIME: Full-time

SUPERVISOR: Chief Compliance and Quality Officer

EXEMPT/NON-EXEMPT: Exempt

MANAGEMENT RESPONSIBILITIES: Personnel - No
Resources - Yes

CREDENTIALING REQUIRED: No

Position Overview:

The Quality Manager of Mid-State Health Network (MSHN) has primary responsibility for the ongoing development, implementation and monitoring of the Quality Assessment and Performance Improvement Plan (QAPIP) and performance improvement projects for the Prepaid Inpatient Health Plan (PIHP). This position may also provide other administrative services including serving as MSHN representative at the State Quality Improvement Council meetings.

Qualifications

Minimum Qualifications

- Bachelor's degree in Business Administration, Psychology, Public or Health Administration, Social Work, or a related field;
- Two (2) years' experience in quality improvement capacity in the healthcare field;
- Knowledge of the principles and practices of continuous quality improvement through accreditation and other quality measures for behavioral health;
- Knowledge of appropriate MDHHS rules, regulations, and standards relating to quality improvement;
- Knowledge of methods and techniques of research, statistical analysis and report presentation; and
- Flexibility to meet obligations outside of normal business hours.

Preferred Qualifications

- Master's degree in Business Administration, Psychology, Public or Health Administration, Social Work, or a related field
- Experience in and use of data analytics and population health for the purpose of performance improvement;
- Experience in a Michigan Community Mental Health Services Program or a Pre-Paid Inpatient Health Plan;
- Knowledge of managed care compliance requirements;
- Knowledge of all federal statutes surrounding participation in the Medicare and Medicaid programs; and
- Knowledge of Michigan's Mental Health Code and Public Health Code governing substance abuse services.
- Lived experience with behavioral health issues is desired

Required Skills

- Excellent organizational skills and ability to prioritize a workload;
- Strong data management and analytic skills;
- Observes all rules of confidentiality as it relates to consumer information, both internally and in dealing with outside individuals and/or agencies;
- Excellent interpersonal and human relations skills;
- Excellent verbal and written communication skills;
- The ability to publicly present complex information in a concise, understandable format;
- Ability to interact positively and collaboratively with Board members, executives and finance officers to

include Community Mental Health Service Programs (CMHSP) and Substance Use Disorder Providers, co-workers, clients, and community representatives from diverse cultural and socio-economic backgrounds;

- Use of a personal computer (PC) for administration and communication;
- Use of Microsoft Office; and
- The ability to legally drive within the State of Michigan.

<u>Responsibilities</u>	<u>Designated Back-Up</u>
Responsible for development, implementation and monitoring of the MSHN Quality Assessment and Performance Improvement Plan (QAPIP), including the workplan.	Chief Compliance and Quality Officer
Provide routine reports, not less than semi-annually that evaluate the effectiveness of the MSHN quality assessment and performance improvement plan.	Compliance Administrator
Responsible for Leadership to the MSHN Quality Improvement Council (QIC).	Chief Compliance and Quality Officer
Responsible for the development, collection, analysis, oversight and reporting on the Michigan Mission Based Performance Indicators (MMBPIS) to MDHHS, regional councils and MSHN staff; monitors MSHN and Provider related corrective action plans as required.	Customer Service and Rights Manager/IT Technology Project Manager
Responsible for the development, planning, monitoring and reporting of MSHN's Performance Improvement Projects; monitors MSHN and Provider related corrective action plans as required.	Chief Compliance and Quality Officer/Director of Utilization and Care Management
Responsible for the monitoring and reporting of the regions Behavioral Treatment Plan data.	Waiver Administrator
Responsible for the dissemination, reporting and analysis of the member experience surveys (e.g., MHSIP, YSSF, etc.); stakeholder experience surveys; monitors MSHN and Provider related corrective action plans as required.	Customer Service and Rights Manager
Responsible for the development and monitoring of the region's sentinel/critical incidents; monitors MSHN and Provider related corrective action plans as required.	Chief Compliance and Quality Officer
Works in coordination with Information Technology (IT) to develop specifications for current and new performance measures in coordination with other departments as requested.	IT Technology Project Manager
Responsible for development, monitoring and reporting key performance measures (priority measures, CCBHC, OHH, BHH, measures, SUD measures, PBIP measures, etc.) as assigned, including monitoring required corrective action plans.	Director of Utilization and Care Management /Director of SUD Treatment and Operations/ IT Technology Project Manager
Participates in provider network delegated managed care reviews in the areas of Quality (sentinel events, performance indicators, etc.).	Compliance Administrator
Establishes and maintains appropriate working relationships with consumers, network providers, outside agencies, accrediting organizations, etc.	N/A

Serves as a resource to the regional entity related to quality and documentation standards	Chief Compliance and Quality Officer
Communicate and report appropriate quality metrics and performance improvement information and recommendations to other MSHN committees, councils, and workgroups (e.g. Medical Directors, Quality Council, Clinical Leadership Committee, Operations Council, Provider Network Committee).	Chief Compliance and Quality Officer
Coordinates and completes the review of all Quality Policies and Procedures according to the review schedule.	Compliance Administrator
Observe all rules of confidentiality as it relates to consumer information, both internally and in dealing with outside individuals and/or agencies.	N/A
Be knowledgeable about and actively support: <ul style="list-style-type: none"> • Culturally competent recovery-based practices, • person centered planning as a shared decision-making process with the individual, who defines his/her life goals and is assisted in developing a unique path toward those goals, • a trauma informed culture of safety to aid consumers in the recovery process, and • principles and practices of diversity, equity and inclusion 	N/A
Performs other duties within the scope of the position and as requested/required.	N/A

Compensation

This is a full-time, salaried position with additional benefits. Minimum hours will be 40 per week. The schedule is set in conjunction with the needs of the organization as approved by the Deputy Director.

Environment & Safety

Minimum Physical Requirements

- Ability to exert/lift to 25 pounds of force occasionally;
- Ability to sit for extended periods of time;
- Ability to travel offsite for various meetings, activities, and events; and
- Ability to use computer, telephone, copy machine and various office equipment.

Work Environment

- Remote office environment with in-person meeting attendance as requested;
- Ability to be on-call for non-traditional hours; and
- Frequent travel by automobile.

To carry out this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

My signature below affirms that I have reviewed the job description and agree that it accurately reflects the scope of the position for which I am responsible. Signatures on this document do not constitute nor imply a contract for employment and merely reflect that the contents of this position description are understood by the parties.

Employee Signature

Date

Supervisor Signature

Date