JEFFERSON BEHAVIORAL HEALTH

Managed Mental Health Care Organization for Coos, Curry, Jackson, Josephine, and Klamath Counties

550 NE E Street, Grants Pass, Oregon 97526 • Phone: 541-955-9565 • Fax: 541-955-8290 • www.jbh.org

Position Description

Position: Quality Improvement Specialist

Employee: Vacant

Supervisor: Chief Operations Officer

Status: FTE 1.0 Permanent ☒ Temporary ☐ Exempt

General Statement of Duties: The Quality Improvement Specialist works under the direction of the JBH Quality Improvement Manager to help coordinate all JBH quality Improvement activities. The Quality Improvement Specialist assists in formal and informal reviews of contracted agencies and assists in providing training to or arranging training for contracted providers. The Quality Improvement Specialist also works in coordination with both the Adult and Children and Youth's Services Managers to assist in any QA activities related to member care.

Supervision Received: The Quality Improvement Specialist is supervised by the Quality Improvement Manager.

Supervision Exercised: None.

Examples of Work Performed: An employee in this classification may perform any of the following duties. However, these examples do not include all the specific tasks, which an employee may be expected to, perform.

- Assist JBH Quality Improvement Manager in ensuring that JBH is operating in accordance with applicable AMH and CMS standards and maintains associated certifications and positive audit results.
- Assists in staffing the JBH Quality Management Committee (QMC), QMC subcommittees, preparing agendas and minutes, facilitating meetings, recruiting and training members.
- Assists in implementation of effective quality process including agency policies and procedures, documentation systems, tools, metrics, and continuous improvement activities that are required to meet quality system standards.
- Assists in implementation, and documentation of a minimum of two annual Performance Improvement Projects (PIP) with one being a collaborative PIP.
- Assists county partners in the promotion and maintenance of quality care through regular consultation with their local quality management committees.

- Active involvement and participation in community partner QA committees.
- Assists and/or provides activities related to regulatory compliance including site audits and other mandated requirements.
- Tracking of Grievances, Incident Reports and Notice of Actions and reporting to Quality Improvement Manager and Chief Operations Officer.
- Actively recruits and involves consumers, advocates and allied professionals in all levels of work throughout the region.
- Interact with County and Provider agencies to assure JBH and contractors are proactive and collaborative in meeting compliance regulations.
- Works with JBH Quality Improvement Manager and Data Analyst in implementation and tracking of JBH's outcome management programs.
- Researches quality improvement and outcome measurement systems through research, peer consultation and conference attendance.
- Represents JBH to the providers, counties and the State in meetings related to quality improvement, evidence-based practices and outcome measurement.
- Designs, writes, and presents specialized reports, including QI work plan report, contractor oversight reports, provider capacity reports and other contractually obligated reports.
- In absence of Quality Improvement Manager prepares written and oral reports for the JBH Executive Director, Board, Councils and the OHA Addictions and Mental Health Division.
- Provides backup for the utilization management program when needed.
- Assists in chart audits with Quality Improvement Manager, Children and Youth's Manager, and Adult Services Manager.
- Works with contractors to understand training needs of contracted providers and provide or arrange trainings in an attempt to bring JBH region in compliance with CMS and AMH standards.
- Other duties as assigned.

Minimum Required Qualifications -- Knowledge, Skills and Abilities:

1. Extensive Knowledge of:
   - Best clinical practices and evidence-based interventions for mental illness.
   - Oregon Revised Statutes and Administrative Rules applicable to JBH business.
   - The Health Insurance Portability and Accountability Act of 1996 (HIPAA) and Title II the Administrative Simplification (AS)
   - Personal computer skills utilizing word processing and spreadsheet software.

2. Essential Skills:
   - Communicate effectively both orally and in writing.
   - Prioritize and organize complex projects and tasks.
   - Analyze and apply statutes, policies, and principles relating to JBH activities.
   - Provide training to co-workers, county partners, providers, and others as requested.

3. Ability to:
   - Quickly grasp behavioral health requirements and practices, applicable regulations/standards, and recommend implementation of risk-based solutions to simultaneously meet regulatory and fiscal requirements.
   - Effectively communicate policies and procedures.
   - Positively influence groups across an organization to embrace a common philosophy.
   - Manage and execute on multiple, critical projects simultaneously.

- Escalate issues in the face of competing priorities.
- Establish and maintain positive and professional working relationships with co-workers, customers, and other agencies.
- Perform effectively on teams.
- Maintain punctual and regular work attendance.
- Adhere to state and agency policies, procedures, and regulations.
- Participate in employee training and orientation.
- Analyze and interpret complex material and make sound recommendations.

Special Required Qualifications: Possession of a valid State of Oregon driver's license with a good driving record. Be able and willing to drive own motor vehicle or arrange alternate reliable transportation.

Experience and Training: Advanced degree and license or certification in a health or behavioral health field and a minimum of 3 years experience post-licensure in psychiatric or substance abuse health care. The incumbent in this position must meet state criteria as a Qualified Mental Health Professional (QMHP).

Working Conditions: Extensive office-based work involving the review and evaluation of written materials, use of a networked computer, communication with agency colleagues, representatives of contractor and collateral agencies, and state agency executives in person or by telephone, frequent meetings, and frequent travel within the region and state, and occasionally out of state, including overnight lodging.

Authorities Exercised: tbd

Additional Position-Related Information:

- Period of Introductory Service — Six months
- Frequency of Supervision — Weekly or as needed
- Performance Evaluation — Annual

Signatures:

Employee	Date
Supervisor	Date
Executive Director or Designee	Date

Revision History: Developed July 2010