

QUALITY ASSURANCE COORDINATOR

DEFINITION

Under direction, to plan, coordinate and implement quality management functions, including utilization review, quality assurance and continuous quality improvement; to audit treatment plans, daily visit notes and other documentation; to orient clinical staff regarding documentation requirements; and to perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is a single specialized classification responsible for overseeing the quality of care for the clientele of the Mental Health Department. This position encompasses duties consistent with a compliance officer, quality records manager, and quality service coordination. The incumbent is the liaison for Mental Health with designated departmental representatives, State and Regional agencies and regulators.

REPORTS TO

Director of Mental Health

CLASSIFICATIONS DIRECTLY SUPERVISED

None

EXAMPLES OF DUTIES

- This position is designated department representative for working with regulators, auditors, quality program representatives, County HIPPA Officer, and with peers in state NorQIC and regional groups.
- Work with the management team in development of protocols, policies and procedures.
- Be responsible for the development of and completion of staff trainings related to quality service; such trainings would include at a minimum, DMH and federal laws and regulations, HIPPA, Integrity Compliance and Cultural Competency.
- Monitor and seek resolution of Client grievances.
- Provide feedback to staff on operational procedures of clinical services.
- Participate in Mental Health Advisory Commission as needed.
- Responsible for scheduling and holding meetings, facilitate the agenda, record minutes and maintain archive of records for the following projects Quality Assurance Community Meetings, Doctor Quality Assurance meetings, Project Improvement Programs (PIPs), Memorandum of Understanding (MOU) with community partners and services provision at those sites, lists of hospital contracts, client survey process, peer review process, Cultural Competency Activities.
- Maintain operations and the quality of service in compliance with regulations by reviewing all relevant regulations, policies and procedures and determining the need for revisions.
- Collection and assessment of data for monitoring quality services and to obtain goals in areas identified for improvement, such as length of waitlists for appointments (clinicians and doctors), change of provider, access to services issues (monitor barriers-after hours, crisis services, geographic, manpower, cultural, availability of services as an alternative to emergency hospitalization, etc.).
- Assure staff is qualified and trained appropriately.
- To serve as the Compliance Officer for a number of programs of quality review, such as the HIPPA Departmental Compliance Officer, the compliance Program Officer; ensure the maintenance of client records and regulatory documents to ensure a plan for quality service is in place and that staff is following those plans.
- Conduct peer chart reviews of clients; monitor client charts for compliance to regulations.
- Assist the Director in revising required plans as needed, such as the annual work plan, the DMH contract, the cultural competency plan.
- Perform clinical on-call and clinician of the day duties.
- To remain current with the practice and licensing and the direct provisions of quality clinical service.
- Will serve as a clinician in the general rotation of on-call professionals and attend regular clinical meetings.
- Authorized to serve as the reviewer and approver to authorization for client services out of county.
- Ensure that individuals in placement have access to mental health services.
- Ensure follow-up care after discharge from inpatient facilities.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX; lift and carry health education materials, such as, boxes, displays and cases, easels, costume crates, instructive models, etc.; set up displays, booths, tables and chairs weighing up to 25 pounds.

TYPICAL WORKING CONDITIONS

Work is usually performed in the community or regional setting and in an office environment; may occasionally work outdoors, continuous contact with staff, public and local and state agencies.

KNOWLEDGE OF

- State, Federal, and local laws, regulations, and requirements for the provision of mental health services and programs.
- Principles of community organization, community based programs and agency coordination.
- Principles and practices of public relations
- Modern office procedures, including preparation of charts, agendas, modern office procedures, including preparation of minutes, mailing lists, and desktop publishing.
- Principles and methods of financial record keeping and reporting.
- Current practices and techniques in psychotherapeutic treatment.
- The scope and activities of public and private agencies in the mental health field.
- Quality Assurance practices and standards.
- Problem solving skills.

ABILITY TO

- Analyze case information and reach sound diagnostic and treatment decisions.
- Maintain composure and awareness during crisis interventions.
- Prepare clear, relevant and accurate reports.
- Develop and disperse and present educational and training information.
- Develop and present public presentations.
- Enforce Quality Assurance Standards.
- Interpret and apply complex mental health program rules, regulations and policies.
- Effectively represent the Mental Health Department in contacts with clients and the public.
- Establish and maintain effective working relationships with staff, other agencies, and the public.
- Communicate effectively orally and in writing.
- Follow oral and written instructions,
- Prepare, maintain, organize, and analyze a variety of information and data.
- Maintain confidentiality of information as warranted.
- Survey and/or interview a variety of people.

TRAINING AND EXPERIENCE

Possession of a master's degree in Social Work, Psychology, Counseling, Psychiatric Nursing or appropriate related field from an accredited institution.

Two (2) years prior experience with mental health services delivery.

Possession of a license as an LCSW or MFCC issued by the California State Board of Behavioral Science Examiners or Clinical Psychologist by the Board of Medical Examiners **or** other qualified license as per regulation associated with the recovery of Federal and State for the quality assurance activities.

Special Requirements: Must possess a valid driver's license at time of application and a valid California Drivers License by the time of appointment. The valid California License must be maintained throughout employment.