



QUALITY IMPROVEMENT NURSE (RN) – FACILITY SITE REVIEW

Position Status: Exempt
Reports To: Department Leadership
Effective Date: 07/17/24
Revised Date: 12/04/24
Job Level: P2

POSITION SUMMARY

Under limited supervision, this position:

1. Develops, manages, and measures a comprehensive healthcare strategy in alignment with Department of Health Care Services (DHCS) standards of care and in collaboration with internal stakeholders and network providers to promote best evidence-based practices and improve member health outcomes
2. Participates in local, regional, and state audits and initiatives to measure, analyze, and improve member health outcomes
3. Evaluates patient safety and quality issues and communicates findings to internal stakeholders, network providers, and community partners
4. Performs other duties as assigned

RESPONSIBILITIES

1. Develops, manages, and measures a comprehensive healthcare strategy in alignment with Department of Health Care Services (DHCS) standards of care and in collaboration with internal stakeholders and network providers to promote best evidence-based practices and improve member health outcomes, with duties including but not limited to:
 - Conducting Facility Site Review (FSR), Medical Record Review (MRR), and Physical Accessibility Review (PAR) audits to ensure patient safety
 - Scheduling and completing full scope FSR/MRR and PAR audits based on standards set by DHCS
 - Documenting audit information using DHCS tools and guidelines and the current PAR tool
 - Maintaining an organized FSR/MRR/PAR file system
 - Scheduling education sessions with network providers to prepare them for FSR/MRR audit processes
 - Researching and providing evidence-based education and information to providers
 - Entering results of chart audits into a data base as determined by the health plan
 - Issuing a Corrective Action Plan (CAP) for any deficiencies found through audits and following up with providers to ensure timely correction of deficiencies
 - Incorporating Healthcare Effectiveness Data and Information Set (HEDIS) and Quality Improvement Project (QIP) results in educational sessions with network providers
 - Encouraging providers to optimize participation in the Care Based Incentive (CBI) Program to enhance quality healthcare to members and reward evidence-based practice
 - Reviewing pertinent policies and procedures with providers and their staff
 - Participating in departmental projects and internal and external workgroups

2. Participates in local, regional, and state audits and initiatives to measure, analyze, and improve member health outcomes, with duties including but not limited to:
 - Participating in Managed Care Plan (MCP) collaborative meetings, including DHCS guidance meetings such as FAQ Committee and Site Review Workgroup Meetings
 - Participating in projects to create provider resources with local, regional, or state MCP collaborative groups
 - Participating in DHCS lead Inter-rater reliability (IRR) testing
 - Participating in DHCS and Department of Managed Health Care (DMHC) audits
3. Evaluates patient safety and quality issues and communicates findings to internal stakeholders, network providers, and community partners, with duties including but not limited to:
 - Documenting all potential safety or quality issues at the time of site review
 - Participating in monthly Clinical Safety meetings with Medical Directors to review site review findings and escalate any issues or concerns
 - Participating in MOU collaboration meetings to review site review findings with other MCPs who share provider sites
 - Collaborating with Provider Services in coordinating communication with providers and in timely reporting of PAR/ FSR/MRR completion
4. Performs other duties as assigned

EDUCATION AND EXPERIENCE

- Current, unrestricted license as a Registered Nurse issued by the State of California
- Possession and continued maintenance of Certified Site Reviewer certification as defined by DHCS within one year of hire
- Associate's degree in Nursing and a minimum of five years of experience as a Registered Nurse in acute care or primary care with an emphasis in preventative care (a Bachelor's degree may substitute for two years of the required experience); or an equivalent combination of education and experience may be qualifying

KNOWLEDGE, SKILLS, AND ABILITIES

- Working knowledge of the principles and practices of clinical nursing
- Working knowledge of medical practice operations and healthcare delivery systems
- Working knowledge of the principles and practices of customer service
- Working knowledge of and proficiency with Windows based PC systems and Microsoft Word, Excel, PowerPoint, and Outlook
- Some knowledge of the methods and techniques of research, analysis, and reporting
- Some knowledge of database software
- Ability to evaluate medical records and other health care data
- Ability to participate in and support internal and external audits
- Ability to interpret, apply, and explain policies, regulations, terms, and procedures
- Ability to quickly learn and gain expertise in a broad variety of medical records systems
- Ability to identify issues, conduct research, gather and analyze information and data, reach logical and sound conclusions, and make recommendations for action
- Ability to analyze information and data and prepare oral and written reports
- Ability to maintain organized and accurate records

- Ability to facilitate meetings and make presentations
- Ability to facilitate healthcare quality improvement activities
- Ability to foster effective working relations with individuals at all levels in the organization
- Ability to exercise good judgment and tact when interacting with health care providers
- Ability to work independently with minimal supervision and as a member of a team

DESIRABLE QUALIFICATIONS

- Bachelor's degree in Nursing
- Current certification as a Certified Site Reviewer as defined by DHCS
- Experience in process improvement, practice coaching, or health care quality improvement
- Working knowledge of managed care, the Medi-Cal program, and related policy
- Working knowledge of the methods of conducting and interpreting quantitative and qualitative analysis

WORK ENVIRONMENT

- Ability to sit in front of and operate a video display terminal for extended periods of time
- Ability to bend, lift and carry objects of varying size weighing up to 10 pounds
- Ability to work effectively in a remote work environment
- Ability to travel to different locations in the course of work
- Possession and ongoing maintenance of a valid Driver's License, transportation, and automobile liability insurance in limits acceptable to the Alliance

This position description, and all content, is representative only and not exhaustive of the tasks that an employee may be required to perform. Employees are additionally held responsible to the Employee Handbook, the Alliance Standard Knowledge, Skills and Abilities and the Alliance Code of Conduct. The Alliance reserves the right to revise this position description at any time.