



QUALITY IMPROVEMENT NURSE (RN)

Position Status: Exempt
Reports To: Department Leadership
Effective Date: 01/10/01
Revised Date: 02/15/21
Job Level: P2

POSITION SUMMARY

Under limited supervision, this position:

1. Develops, manages and measures a comprehensive preventive healthcare strategy 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 improvement initiatives to measure, analyze and improve member health outcomes
3. Evaluates patient safety and quality issues by promoting an environment of transparency with internal stakeholders, network providers and community partners
4. Performs other duties as assigned

RESPONSIBILITIES

1. Develops, manages and measures a comprehensive preventive healthcare strategy 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:
 - Researching and providing evidence-based education and information to providers
 - Ensuring patient safety through Facility Site Review (FSR) and Medical Record Review (MRR) and Physical Accessibility (PAR) audits. Documenting all potential safety or quality issues at the time of audit
 - Timely scheduling and accurate completion of full scope FSR / MRR and PAR audits based on standards set by DHCS / MMCD
 - Accurately documenting audit information using MMCD tools and guidelines and most current PAR tool. Maintains organized FSR / MRR / PAR file system
 - Issuing Corrective Action Plan (CAP) for any deficiencies found in audits and follows up with providers on timely correction of deficiencies
 - Educating and preparing network providers for the FSR / MRR audit by scheduling interim educational visits
 - Educating and assisting providers in ways to improve access for Seniors and Persons with Disabilities (SPD) members
 - 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 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
 - Closely collaborating with Provider Services in coordinating communication with providers and in timely reporting of PAR / FSR / MRR completion

2. Participates in local, regional and state audits and improvement initiatives to measure, analyze and improve member health outcomes, with duties including but not limited to:
 - Participating in HEDIS medical record auditing process including abstraction of data from medical records
 - Accurately entering results of chart audits into a Chart Review Manager or other data base as determined by the health plan
 - Maintaining less than a 2% error in record abstraction and data entry
 - Utilizing various software applications to support HEDIS operations
 - Identifying copies and collecting selected medical records from provider sites if necessary
 - Using the PDSA process improvement model facilitates data analysis, actions and assessment for State Quality Improvement Projects (QIP)
3. Evaluates patient safety and quality issues by promoting an environment of transparency with internal stakeholders, network providers and community partners, with duties including but not limited to:
 - Investigating potential quality issues (PQI) that may affect the quality or safety of the health of members
 - Requesting member medical records to assist in a thorough review of PQIs
 - Collaborating with Medical Director(s) on PQI process
 - Collecting reported Provider Preventable Conditions (PPC) and reports as mandated by statute
 - Communicating, as appropriated, with facility, provider, member regarding investigation and remediation of PQIs
 - Maintaining accurate, organized file system for PQIs
4. Performs other duties as assigned

EDUCATION AND EXPERIENCE

- Current, unrestricted license as a Registered Nurse issued by the State of California
- Bachelor's degree in Nursing and a minimum of three years in acute care or primary care with an emphasis in preventative care; or an equivalent combination of education and experience may be qualifying

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of Medi-Cal, or managed care
- Knowledge of medical practice operations and healthcare delivery systems
- Knowledge of and proficiency with Windows based PC systems and Microsoft Word, Excel and Outlook, and database software
- Ability to appropriately evaluate medical records and other health care data
- Ability to consistently apply clinical audit criteria with at least a 98% inter-rater reliability
- Ability to consistently enter the results of clinical audits into a database with at least a 98% inter-rater reliability
- Ability to demonstrate a strong orientation to a teamwork environment with a focus on customer satisfaction
- Ability to work independently and within multidisciplinary teams

DESIRABLE QUALIFICATIONS

- Experience in process improvement, practice coaching or health care quality improvement
- Demonstrated ability to conduct and interpret quantitative/qualitative analysis
- Proven leadership skills in project management and consulting
- Facility Site Review Certification
- Knowledge of NCQA HEDIS abstracting guidelines
- Knowledge of CPT and ICD coding principles

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 travel to other office locations and sites during the regular course of work

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.