



QUALITY IMPROVEMENT AND HEALTH EQUITY SUPERVISOR

Position Status: Exempt
Reports To: Department Manager
Effective Date: 02/07/2025
Revised Date:
Job Level: M1

POSITION SUMMARY

Under general direction, this position:

1. Supervises a team within the Quality Improvement (QI) and Population Health Department, acts as a subject matter expert, and provides guidance on Quality Improvement and Health Equity programs
2. Oversees and acts as a resource to staff responsible for providing proactive solutions related to QI projects and program evaluation
3. Supervises, mentors, and trains assigned staff
4. Performs other duties as assigned

RESPONSIBILITIES

1. Supervises a team within the Quality Improvement (QI) and Health Equity Department, acts as a subject matter expert, and provides guidance on Quality Improvement and Health Equity programs, with duties including but not limited to:
 - Overseeing the daily operations performed by a team within the Quality Improvement and Health Equity Department
 - Monitoring the day-to-day work of staff to ensure compliance with program guidelines
 - Conducting regular staff meetings and ensuring staff is informed of program updates in a timely manner
 - Creating, running, and analyzing a variety of statistical and activity reports and providing these to the Quality Improvement and Health Equity Managers within specified timeframes
 - Conducting regular in-service training for staff to ensure that accurate information is provided to members, providers, and the community
 - Participating in continuous quality improvement activities, including sitting in on Quality Improvement Program Advisors' meetings with providers to enhance and improve the quality of the work and customer service provided by staff
 - Drafting, recommending, and implementing administrative policies and procedures related to Quality Improvement and Health Equity operations
 - Developing, recommending, implementing, and ensuring compliance with department policies and procedures
 - Preparing narrative and statistical reports and overseeing the preparation and maintenance of records and related documents
 - Attending and participating in internal and external meetings related to Quality Improvement and Health Equity activities

- Setting expectations and goals for program inputs, processes, and outputs
- Collaborating with other business stakeholders, such as Health Services leadership, Analytics, provider network, and external vendors, to define QI population health business problems and design solutions using advanced analytics
- Conducting research and analysis related to Unit functions and strategies
- Providing input related to budget development and assisting with budget monitoring and purchasing functions
- Making presentations, supporting and training staff, and developing related materials
- Providing support to the Quality Improvement and Population Health Managers and acting for the Manager in the Manager's absence

In addition, if assigned to the QI Clinical Decision Unit:

- Overseeing Healthcare Effectiveness Data and Information Set (HEDIS) or the Alliance's pay-for-performance (Care-Based Incentive) program
- May be assigned to oversee other improvement or regulatory activities

In addition, if assigned to the QI Performance Improvement Unit:

- Overseeing Provider performance improvement plans, Provider Partnership, Equity Practice Transformation (EPT), member satisfaction and programs that support provider performance improvement and ensure alignment with regulatory requirements
- Overseeing and participating in regular on-site provider visits and education
- May be assigned to oversee other performance improvement activities

2. Oversees and acts as a resource to staff responsible for providing proactive solutions related to QI projects and program evaluation, with duties including but not limited to:

- Overseeing staff responsible for QI projects that include population health, and/or quality performance, and/or health equity
- Overseeing staff responsible for acquiring, analyzing and synthesizing programmatic information in order to make recommendations to leadership regarding program modifications
- Ensuring timely and accurate communication with program stakeholders
- Ensuring that staff accurately complete documentation, reports, and technical and statistical assessments in a timely manner
- Acting as a resource to staff responsible for interfacing with providers and other stakeholders to provide data and technical expertise for clinical measures and improvement
- Assisting staff with the development of performance improvement plans and overseeing clinical quality improvement activities/projects to improve the quality of care for members.
- Overseeing staff responsible for synthesizing performance data, preparing presentation materials, and presenting comparative complex reports to quality committees
- Coaching staff on effective techniques related to engaging in direct dialogue with customers to achieve agreement on project outcomes
- Ensuring that staff manage assigned workflows and ensuring data reliability, integrity and timeliness of end products
- Reviewing staff work products related to summarizing findings to develop and propose appropriate solutions to QI program and project challenges

3. Supervises, mentors, and trains assigned staff, with duties including but not limited to:
 - Supervising, setting goals and objectives, delegating, and assigning work
 - Providing mentoring, coaching and development and growth opportunities to assigned staff
 - Interviewing and participating in the selection of staff in conjunction with Department Leadership
 - Evaluating employee performance, providing feedback to staff, and coaching and counseling or disciplining staff when performance issues arise
 - Orienting staff to Quality Improvement and Population Health Department functions
 - Identifying training gaps and opportunities for improved performance
 - May oversee staff in multiple office locations and/or telecommute settings
4. Performs other duties as assigned

EDUCATION AND EXPERIENCE

- Bachelor's degree in Business, Health Care, Data Science, Public Health, or a related field and a minimum of four years of experience performing Quality Improvement activities in a health care environment, which includes a minimum of one year of experience performing data science related tasks, and one year of lead or supervisory experience (a Master's degree may substitute for two years of the required experience); or any equivalent combination of education and experience may be qualifying

KNOWLEDGE, SKILLS, AND ABILITIES

- Thorough knowledge of the tools and techniques used to perform analysis of large data sets
- Thorough knowledge of a variety of quality initiative techniques applicable to HEDIS, CBI and QI projects
- Thorough knowledge of the HEDIS tool or similar auditing processes
- Thorough knowledge of program outcomes evaluation metrics, such as NCQA, Utilization Review Accreditation Commission (URAC), Agency for Healthcare Research and Quality (AHRQ), and/or Leapfrog
- Thorough knowledge of and proficiency with Windows based PC systems and Microsoft Word, Excel, Outlook, Access, Visio, and PowerPoint, as well as report-generating software
- Working knowledge of the principles and practices of project management
- Working knowledge of healthcare industry and healthcare information standards such as HL7, LOINC, FHIR, ICD 9/10 and CPT codes, industry standard groupers, such as ETGs, DRGs, and DCGs
- Working knowledge of healthcare industry and delivery system operations, healthcare informatics, and healthcare benefits and terminology
- Working knowledge of general health service research, outcomes reporting/analytics and program outcomes evaluation
- Working knowledge of Health Insurance Portability and Accountability Act (HIPAA) regulations
- Working knowledge of the principles and practices of customer service
- Working knowledge of performance improvement and change management principles
- Some knowledge of SQL
- Some knowledge of statistical software, such as SAS/MiniTab/R/Python
- Some knowledge of the principles and practices of program management
- Some knowledge of the principles and practices of supervision and training

- Some knowledge of Medi-Cal managed healthcare and related regulations
- Ability to train, mentor, supervise, and evaluate the work of staff, promote an atmosphere of teamwork and cooperation, and motivate staff to achieve goals and objectives
- Ability to plan, organize and prioritize the work of others, delegate effectively, coordinate activities and projects, follow up on work assignments, and adhere to timelines
- Ability to act as a technical resource and explain regulations, processes, and programs related to area of assignment
- Ability to develop work plans and workflows and organize and prioritize Quality Improvement and Health Equity activities
- Ability to assist with the development and supervise the implementation of multiple projects, systems, programs, policies and procedures to achieve goals and timelines
- Ability to identify issues, conduct research, gather and analyze information, reach logical and sound conclusions, and offer recommendations and potential consequences
- Ability to analyze information and prepare narrative and statistical reports, oral reports, correspondence, and other program documents to both technical and non-technical audiences
- Ability to analyze, interpret and apply legal, regulatory and contractual language, policies, procedures and guidelines, and legislative and regulatory directives
- Ability to identify and resolve problems in a timely manner
- Ability to evaluate medical records and other health care data
- Ability to foster collaborative working relationships and build consensus with individuals at all levels of the organization and with community partners, providers and other external stakeholders
- Ability to demonstrate flexibility and creativity, identify improvements to existing practices and to effectively adapt to change
- Ability to provide leadership, facilitate meetings, and engage employees in the resolution of issues
- Ability to work independently and make decisions related to areas of functional responsibility

DESIRABLE QUALIFICATIONS

- Master's Degree in Business, Healthcare, Data Science, Public Health, or a related field, or Black Belt certification in Six Sigma DMAIC to serve as an equivalent
- Working knowledge of Medi-Cal managed healthcare and related regulations
- Completion of training in process improvement methodologies and change management principles
- Working knowledge of provider analytics, value-based payment models and provider evaluation
- Working knowledge of data visualization tools, such as Tableau

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, if assigned to Quality and Performance Improvement

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.