



SENIOR QUALITY IMPROVEMENT NURSE (RN) – FACILITY SITE REVIEW

Position Status: Exempt
Reports To: Department Leadership
Effective Date: 07/17/24
Revised Date:
Job Level: P3

POSITION SUMMARY

Under direction, 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 evidence-based practices and improve member health outcomes
2. Collaborates with the Quality Improvement and Population Health Department Team and other departments to evaluate and report observed and/or measured trends in individual and group provider performance
3. Participates in local, regional, and state audits and initiatives to measure, analyze and improve member health outcomes
4. Evaluates patient safety and quality issues and communicates findings to internal stakeholders, network providers, and community partners
5. Trains and mentors Quality Improvement Nurses-Facility Site Review
6. 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 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 most current PAR tool and maintaining organized FSR/MRR/PAR Health Data Systems application
 - Maintaining an organized FSR/MRR/PAR file system
 - Scheduling education sessions with network providers to prepare them for the FSR/MRR audit process
 - Researching and providing evidence-based education and information to staff and providers
 - Entering results of chart audits into 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), Performance Improvement Project (PIP) results and prioritized quality improvement projects in educational sessions with network providers

- Encouraging providers to optimize participation in the Care Based Incentive Program to enhance quality healthcare to members and reward evidence-based practice
 - Reviewing pertinent policies and procedures with providers and their staff
 - Developing and delivering presentations on the FSR/MRR/PAR process and providing data, analysis, and information regarding trends to various internal and external audiences
 - Participating in departmental projects and internal and external workgroups
2. Collaborates with the Quality Improvement and Population Health Team and other departments to evaluate and report observed and/or measured trends in individual and group provider performance, with duties including but not limited to:
 - Coordinating development of agendas and leading nurse meetings for discussion of provider quality issues
 - Evaluating quality issue trends and formulating a comprehensive plan to address specific provider issues
 - Preparing quarterly reports related to area of assignment
 - Reporting findings to appropriate committees
 - Collaborating with relevant departments on interdisciplinary processes and workflows
 - Collaborating closely with Provider Relations Representatives to enhance communication to providers
 3. 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
 4. 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 that share provider sites
 - Collaborating with Provider Services in coordinating communication with providers and in timely reporting of FSR/MRR /PAR completion
 5. Trains and mentors Quality Improvement Nurses-Facility Site Review, with duties including but not limited to:
 - Acting as an FSR subject matter expert and providing guidance regarding the more complex FSR activities
 - Training and coaching QI nurses in FSR/MRR/PAR processes
 - Coordinating the FSR scheduling process with QI nurses assigned to FSR
 - Training QI Nurses in processes related to quality, patient safety, and performance improvement

- Developing workflows and operational instructions for quality related processes
- Developing and updating orientation and training materials
- Coordinating training and job shadowing with other departments
- Identifying training needs and advising QI management as necessary

In addition, upon certification by DHCS as a Certified Master Trainer (CMT):

- Training and providing technical supervision to QI Nurses that are in the process of becoming certified as Certified Site Reviewers (CSRs)
- Training QI Nurses on current DHCS site review tools and standards
- Monitoring site reviews and evaluating site reviewers for accuracy
- Developing systems to track CSR training
- Ensuring compliance with DHCS regulations related to site review processes, including inter-rater reliability requirements
- Ensuring that CSR certification and re-certification processes comply with DHCS requirements
- Certifying or re-certifying QI Nurses as CSRs upon their successful completion of DHCS CSR requirements

6. Performs other duties as assigned

EDUCATION AND EXPERIENCE

- Current, unrestricted license as a Registered Nurse issued by the State of California
- Current certification as a Certified Site Reviewer as defined by DHCS
- Possession and continued maintenance of Certified Master Trainer certification issued by DHCS within one year of hire
- Bachelor's degree and a minimum of five years of experience as a Registered Nurse which included a minimum of three years of acute care or primary care experience with an emphasis on preventative care and a minimum of two years of experience in Quality Improvement (a Master'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

- Thorough knowledge of the principles and practices of clinical nursing
- Working knowledge of managed care, the Medi-Cal program, and related policy
- Working knowledge of medical practice operations and healthcare delivery systems
- Working knowledge of the principles and practices of healthcare quality improvement
- 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 conduct and coordinate audits, analyze audit results, and make recommendations for action
- Ability to identify issues, conduct research, gather and analyze information and data, reach logical and sound conclusions, and make recommendations for action

- Ability to synthesize large amounts of data and develop actionable plans to address provider issues and respond to 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 act as a FSR subject matter expert and provide guidance regarding the more complex FSR activities
- Ability to lead, train, and mentor QI Nurses
- Ability to develop workplans, workflows, and other program documents
- Ability to assist with the development of orientation and training materials and participate in staff training
- Ability to act as a CMT, per DHCS regulations, upon certification as a CMT
- Ability to analyze information and data and prepare oral and written reports
- Ability to assist with the development and implementation of policies and procedures
- 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 relationships 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

- Possession of current CMT certification issued by DHCS
- Experience in process improvement or practice coaching
- 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.