



Job Description – Quality Assurance Specialist 1

Job Title: Quality Assurance Specialist 1
Department: Quality
Manager: Quality Assurance Manager
FLSA Status: Non-Exempt
Prepared By: KG
Prepared Date: 1/21/2021
Approved By: KM
Approved Date: 1/21/2021

Summary

The Quality Assurance Specialist 1 is responsible to assist the department in ongoing HEDIS collection and Quality Improvement Activities. The position reports to the Quality Assurance Manager. This position includes ongoing quality improvement activities to assure the organization's quality programs are implemented and meet all requirements for successful Hedis and quality metric reporting to contracted carriers.

Essential Duties and Responsibilities include the following. Other duties may be assigned.

- Assists quality team in performing chart reviews for scheduled visits re contracted quality metrics and GPRO reporting.
- Support continuum of patient care by identifying patients with gaps in care or in need of quality metrics reporting prior to scheduled identified visits.
- Provides feedback to Quality Assurance Manager of areas of opportunity for HEDIS and other contract-mandated quality metrics specification and pay for performance measurements, and medical record review criteria for GPRO.
- Supports the reporting of HEDIS quality metrics chart review and creation of quality scrub encounter.
- Works independently under the supervision of a Quality Assurance Manager and cohesively with Quality Team.
- Supports coding team in preparation of coding summary spreadsheets, communications and follow up with providers, schedules reviews and builds rules in Athena to capture.
- Maintain department supplies.
- Ability to use multiple insurance and quality data bases to support successful Care Gap closure for MPG patients.
- Assist department with claims work lists related to coding and quality initiatives.
- Exhibits strength in verbal and written communication and prioritization of assignments.
- Recognizes the confidentiality of the work assignments and department assignment.

Education and/or Experience

Minimum three years experience in a medical office and/or RHIT, RHIA, or medical billing and coding program completion.

Manager Responsibilities

This position has no supervisory responsibilities.

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

Adaptability – Maintaining effectiveness in varying environments and with different tasks, responsibilities, and people.

Analysis/Problem Assessment – Securing relevant information and identifying key issues and relationships from a base of information; relating and comparing data from different sources; identifying cause-effect relationships.

Communication - Expressing ideas effectively in individual and group situations (including nonverbal communication); adjusting language or terminology to the characteristics and needs of the audience. Good listening skills.

Compassion - The responsibility to put a patient's or person's interests first, including the duty not to harm, deliver proper care, and maintain confidentiality.

Compliance - Employee has satisfactory completed employers required compliance training. Employee is able to demonstrate an understanding of employers Code of Conduct & Code of Ethics (Core Values).

Dependability - Meets commitments, deliverables, deadlines, work independently, accepts accountability, handles change, sets personal standards, stays focused under pressure, and meets attendance/punctuality requirements.

Follow-up - Establishing procedures to monitor the results of delegations, assignments, or projects; taking into consideration the skills, knowledge, and experience of the assigned individual and characteristics of the assignment or project.

Initiative - Making active attempts to influence events to achieve goals; self-starting rather than accepting passively; taking action to achieve goals beyond what is required; being proactive. Practices self-development.

Integrity - Maintaining and promoting social, ethical, and organizational norms is conducting internal and external business activities.

Judgement/ Problem Solving - Recognizes problems and responds, systematically gathers information, sorts through complex issues, seeks input from others, addresses root cause of issues, makes timely decisions, can make difficult decisions, uses consensus when possible, and communicates decisions to others.

Patient Service Orientation - Proactively developing patient/customer relations by making efforts to listen and understand the customer and their needs (both internal and external); anticipating and providing solutions to customer needs; giving high priority to patient/customer satisfaction. Ensures appropriate follow up and is their advocate in determining solutions. The employee uses a variety of communication techniques to effectively express thoughts and ideas and to understand or influence.

Practical Learning - Assimilating and applying, in a timely manner, new job-related information that may vary in complexity.

Quality Orientation/ Attention to detail - Is attentive to detail and accuracy, is committed to excellence, looks for improvements continuously, monitors quality levels, finds root cause of quality problems, owns/acts on quality problems.

Results Driven& Execution - Accountable for meeting or exceeding individual and/or department goals and objectives. Committed to producing results that will achieve company objectives. Sets priorities and organizes time to meet or exceed goals, follows up, and takes personal responsibility for results whether they are positive or negative.

Team work/ Collaboration - Working effectively with team/work group or those outside formal line of authority (e.g., peers, senior managers) to accomplish organizational goals; taking actions that respect the needs and contributions of others; contributing to and accepting the consensus; subordinating own objectives to the objectives of the organization or team. Listens to others and values opinions.

Technological /Professional knowledge - Having achieved a satisfactory level of technical and professional skills/knowledge in job-related areas; keeping abreast of current developments and trends in area of expertise.

Work Standards - Setting high goals or standards of performance for self, direct reports, others, and the organization; being dissatisfied with average performance; self-imposing standards of excellence rather than having standards imposed by others.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Skills

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Mathematical Skills

Ability to apply basic math, as necessary.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills

To perform this job successfully, an individual should have proficient knowledge of Microsoft Excel Spreadsheet software; Microsoft Word Processing software, Outlook and ADP Payroll systems. Knowledge of Computers, Fax, Portals, Uploading, Downloading, Athena or other Electronic Medical Record System.

Physical Demands The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms; climb or balance and talk or hear. The employee is frequently required to stand and walk. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate depending on business activity of the office.

Receipt and Acknowledgement

I acknowledge and understand that:

- Receipt of the job description does not imply nor create a promise of employment, nor an employment contract of any kind, and that my employment is at-will.
- The job description provides a general summary of the position in which I am employed, that the contents of this job description are job requirements and, at this time, I know of no limitations which would prevent me from performing these functions with or without accommodation. I further understand that it is my responsibility to inform my Manager at any time that I am unable to perform these functions.
- Job duties, tasks, work hours and work requirements may be changed at any time.
- Acceptable job performance includes completion of the job responsibilities as well as compliance with the policies, procedures, rules and regulations of the Home and the Corporation.
- I have read and understand this job description.

Print Employee Name: _____

Employee Signature: _____

Date: _____