



North Sound Behavioral Health Organization, LLC

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NORTH SOUND BEHAVIORAL HEALTH ORGANIZATION Position Description

JOB TITLE:	Quality Manager
REPORTS TO:	Deputy Director
SUPERVISES:	Assigned Staff
FLSA STATUS:	Exempt, Salary
CLASSIFICATION:	37

JOB SUMMARY

The Quality Manager provides overall leadership for the North Sound Behavioral Health Organization (North Sound BHO) Quality Management program. This includes responsibility for the Quality Management Plan (QMP) which guides the North Sound BHO in its quality related responsibilities and functions to meet Federal and State regulations. The Quality Manager develops the Utilization Review Process and assures the contracted provider networks are in compliance with requirements.

The Utilization Management Plan (UMP) performance measurement and system analysis is an important function of this position. The Quality Manager is also responsible for quality related committees such as Quality Management Oversight Committee (QMOC) and Internal Quality Management Committee (IQMC).

The Quality Manager is a member of the North Sound BHO Leadership Team.

ESSENTIAL JOB FUNCTIONS

1. Develops and maintains a current North Sound BHO Quality Management Plan (QMP). Coordinates with the North Sound BHO provider network to assure implementation of provider QMPs (required by statute and regulation), quality improvement initiatives, and quality strategies.
2. Assures North Sound BHO's compliance with Federal and State regulations and State contract requirements for Quality Assurance/Quality Improvement.
3. Leads the annual External Quality Review Organization (EQRO) audit preparation and participation.
4. Coordinates with North Sound BHO Quality Specialists, Medical Director and the provider network to develop and maintain the clinical audit process and assure compliance of North Sound BHO contractors with quality management requirements.
5. Supervises assigned staff, including assignment and oversight of functions and projects, participation in selection, orientation, training, coaching, scheduling, discipline (including recommendation for termination), and timely performance reviews.
6. Researches, monitors and analyzes information on Federal and State requirements relative to quality issues.
7. Develops and analyzes utilization management reports to assist North Sound BHO staff in the monitoring of performance and system management.

8. Reports utilization trends regularly to Leadership, IQMC, QMOC, Advisory Board, and North Sound BHO Counties Executive Committee.
9. Oversees and coordinates IQMC and its subcommittee(s).
10. Oversees and coordinates QMOC and its subcommittee(s).
11. Compiles information and reports on risk management activities such as grievances, critical incidents and extraordinary occurrences.
12. Reports any suspected violations of fraud, abuse, or HIPAA to the Compliance/Privacy Officer.
13. Supports the development and monitoring of performance improvement projects (PIPS) and quality management indicators.
14. Supports the development and monitoring of Practice Guidelines and other clinical practice protocols.
15. Responsible for the development and oversight of the Quality Review Team (QRT).
16. Participates on the state sponsored DBHR/BHO Quality Management Team.

OTHER JOB FUNCTIONS

1. Attends staff and team meetings, trainings, and seminars as requested.
2. Provides recommendations to the Deputy Director and performs other duties and special projects as assigned.
3. Ensures confidentiality of all Protected Health Information.

QUALIFICATIONS

Knowledge of:

- Applicable contracts, standards, laws, rules and regulations such as HIPAA, WAC, RCW, CFR.
- Utilization Management/Utilization Review, Quality Assurance/Improvement and Continuous Quality Improvement approaches.
- Data collection, statistical analysis and preparation of reports.
- Clinical practice.
- Project management principles and practice.

Ability to:

- Provide effective leadership.
- Demonstrate excellent interpersonal skills.
- Work independently and make recommendations to Deputy Director.
- Manage multiple tasks simultaneously.
- Effectively plan and organize, prioritize and produce outcomes in an environment with varying and competing deadlines.
- Prepare reports for professional and community audiences.
- Provide strong planning and organizational skills with ability to track and meet varying deadlines.
- Work effectively with individuals who may have markedly different perspectives.
- Communicate effectively, both orally and in writing, including effective presentation skills.
- Demonstrate proficiency with Microsoft Office suite of programs.

Education and Experience:

- Master's Degree in health-related field, behavioral science or related field, **OR**
- Bachelor's Degree in Nursing (BSN) **AND**
- Four (4) years professional experience in a health care setting, **OR**
- An equivalent combination of education and experience may be considered. Experience working with populations that have behavioral health disorders preferred.

License and Certification:

- Current Washington State Licensed Mental Health Counselor (LMHC), Licensed Independent Clinical Social Worker (LICSW), or Licensed Marital Family Counselor (LMFC) preferred, OR
- Current Washington State Registered Nurse License.
- Certification such as Certified Professional Healthcare Quality (CPHQ), and/or Certified Healthcare Compliance (CHC) and/or ICBB Lean Six Sigma Black Belt preferred.
- Current Washington State Chemical Dependency Treatment Professional License is preferred.
- Valid Washington State driver's license and auto insurance on personal vehicle available for work-related travel.

WORKING CONDITIONS/PHYSICAL DEMANDS

Work is generally performed in an office environment. Duties involve some travel to other locations to attend meetings and conduct work. Travel outside local area may be needed to attend seminars or conferences. Duties may include occasional evening meetings. Position requires sitting in meetings or at a desk or computer for extended periods. On occasion, duties will require carrying of supplies/materials up to 15 pounds from vehicle to building for meetings and presentations. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.