

Quality Assurance Lead

The Greater Rochester Health Home Network (GRHHN), a subsidiary of FLPPS, is a Health Home (HH) serving the most vulnerable people in our community, especially those struggling with multiple medical and behavioral health conditions. GRHHN works closely with Care Management Agencies (CMA) under the care management service model to ensure communication among all an individual's caregivers with the goal of addressing all the patient's needs in a comprehensive manner.

The Finger Lakes Performing Provider System (FLPPS), headquartered in Rochester, N.Y. is a Performing Provider System which works with clinical and community partners across a 13-county region to continue system transformation efforts focused on high-cost/high-utilizer populations to close gaps in care and implement promising practices identified under DSRIP, as well as supporting the population health efforts of the subsidiary health home, Greater Rochester Health Home Network.

Position Summary

Conduct quality assurance activities: auditing, monitoring, review, reporting and incident investigation while working collaboratively with Care Management Agencies (CMA) to meet GRHHN, NYS Health Home and NYS DOH standards. Work with internal and external stakeholders to identify opportunities and coordinate activities for quality improvement projects and plans.

Essential Functions

Quality Assurance Review, Reporting and Auditing

- Monitor the effectiveness of CMA's through QA reporting and documentation review
- Oversight of stakeholder agencies (GRHHN, CMA's, MCO's, etc.) to ensure compliance for NYS DOH regulatory and reporting requirements; including but not limited to HARP processes and chart audits
- Provide consistent and timely review/audit of patient/client/member records
- Conduct feedback meetings with CMA's to provide results of review and audits
- Monitor CMA response and remediation to ensure consistently meeting minimum of care
- Oversight of plans of corrections for Care management Agencies

Quality Improvement

- Contribute to the analysis of compliance reports, NetSmart records and audit results to assure standards are met and to identify opportunities for improvement
- Support the development and monitoring of Quality and Performance Improvement Projects/Plans

- Assist in the collection and reporting of metrics and provide ongoing report-out on initiatives, benchmarks, and metrics
- Delivery of reports/report cards to CMA's, DOH and other agencies,
- Provide support for CMA's on quality initiatives to include care manager training
- Support the implementation of client satisfaction survey

Incident Investigation, Monitoring & Compliance

- Review incoming incident reports, track for reporting purposes, and recommend course of action in accordance with GRHHN and NYS DOH Incident Management Policy
- Work in collaboration with the compliance and Privacy Officer for transparency on all incident investigations
- Respond to requests for information from providers, patients, other health homes, referral sources and NYS DOH
- Ensure that immediate and timely action is taken to secure the client's safety
- Partner with CMA's providing support and direction for incident investigations
- Interact with NYS DOH for reporting and tacking required for incident investigation process

Qualifications

- Bachelor's Degree in Healthcare Administration, Social Work, Nursing or other Healthcare or Human Services related field. Master's Degree preferred.
- Minimum of 3 – 4 years of experience in Community Health or Healthcare environment, with knowledge of Quality Assurance practices or Care Management services; or an equivalent combination of education and experience.
- Previous experience in a Healthcare setting, with population health initiatives or health home care management
- Knowledge of NYS DOH or OMH regulations highly desired
- Proficiency with Microsoft Office (Outlook, Word, Excel, Access, PowerPoint)
- Ability to learn new software as needed (Netsmart, MAPP)
- Knowledge of data analytics tools and dashboards to support analysis and reporting

In support of the Americans with Disabilities Act, this job description lists only those responsibilities and qualifications deemed essential to the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, gender, identity or expression, sexual orientation, national origin, marital status, genetics, disability, age, veteran status, or any other legally protected status.