UNIVERSITY OF SOUTHERN CALIFORNIA

Quality Management Coordinator

Job Code: 187640

OT Eligible: Yes

Comp Approval: 6/22/2017

JOB SUMMARY:

This position is responsible for planning, developing and implementing policies and procedures pertaining to patient safety and quality care. The Quality Management Coordinator directs the staff in review of treatment plans, reviews utilization data, directs the collection and measurement of data for quality indicators, and coordinates action plans. This position also responds to requests, complaints and grievances from patients, stays informed of developments in the field, manages the chart auditing system, and collects and processes data to conduct patient surveys.

JOB ACCOUNTABILITIES:

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<th>*E/M/NA</th>
<th>% TIME</th>
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<td>Plans, develops and manages utilization review and quality assurance programs for an IPA Network or clinical unit. Ensures compliance with applicable laws, regulations, standards and requirements of third-party reimbursement systems such as Medicare, HMO or managed care.</td>
<td>6/22/2017</td>
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<td>Develops, recommends and implements policies and procedures pertaining to utilization review and quality.</td>
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<td>Supervises assigned staff. Makes hiring, promotional and salary decision in accordance with university policy. Provides performance appraisals and determines need for disciplinary action.</td>
<td>6/22/2017</td>
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<td>Directs staff in the concurrent review of patient treatment plans; reviews records for services provided to patients to assure the accurate selection of principal diagnostic codes, procedures and pre-existing conditions in accordance with contractual agreements.</td>
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<td>Participates with other IPA or clinic executives to monitor the potential financial risk of all covered participants on a concurrent basis.</td>
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<td>Reviews physician utilization data to identify trends and problem areas. Works with medical director to manage physician behavior that produces outlier cases.</td>
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<td>Develops, implements and oversees pre-admission certification processes in accordance with applicable healthcare contracts. Assists in determining alternatives for cases not meeting medical necessity criteria.</td>
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<td>Directs the collection, measurement and presentation of data required for monitoring quality indicators. Identifies and assesses quality management problems and refers to staff for action.</td>
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<td>Coordinates action plans and serves as a resource to medical director and staff regarding quality and utilization issues. Acts as principal staff and as a member of utilization review and quality assurance committees. Ensures the provision of inservice education on topics such as quality assurance, utilization, JCAHO standards and their interpretation, methods of data collection, statistical analysis and presentation.</td>
<td>6/22/2017</td>
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Responds to patient requests, inquiries, complaints and grievances, reviewing and investigating all documentation thoroughly. Reports results of investigations to medical director, other executives and applicable committees.

Develops and implements policies, procedures and programs relating to safety, infection control and risk management, ensuring compatibility with university policies. Oversees required recordkeeping and presents inservice training.

Stays informed of developments in field. Reads pertinent literature, attends meetings and participates in professional associations as appropriate. Establishes and maintains an active network of professional contacts.

_Required_

Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with Department of Public Safety. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of University’s crime prevention and suppression programs and services. Ensures dissemination of security related information to staff.

Performs other related duties as assigned or requested. The university reserves the right to add or change duties at any time.

**Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.**

**EMERGENCY RESPONSE/RECOVERY:**

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<th>Essential:</th>
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<th>Yes</th>
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<td>In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.</td>
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**JOB QUALIFICATIONS:**

**Minimum Education:**

- Bachelor's degree
- Combined experience/education as substitute for minimum education

**Minimum Experience:**

- 3 years
- Combined education/experience as substitute for minimum experience

**Minimum Field of Expertise:**

- Excellent understanding of performance improvement, quality assessment, and utilization management.

**Preferred Education:**

- Master's degree

**Preferred Experience:**

- 5 years

**Preferred Field of Expertise:**
Previous experience in quality assurance or in clinical documentation desired.

**Skills:** Other:

- Analysis
- Assessment/evaluation
- Communication -- written and oral skills
- Conceptualization and design
- Interpretation of policies/analyses/trends/etc.
- Knowledge of applicable laws/policies/principles/etc.
- Managerial skills
- Networking
- Organization
- Planning
- Problem identification and resolution
- Project management
- Statistical analysis

**Skills:** Machine/Equipment:

- Computer network (department or school)
- Computer network (university)
- Computer peripheral equipment
- Personal computer

**Supervises: Level:**

- May oversee staff, students and/or resource employees
- Supervises employees who do not supervise.

**Supervises: Nature of Work:**

- Administrative
- Professional/Paraprofessional
- Technical

**SIGNATURES:**

Employee: _____________________________________  Date:_____________________________

Supervisor: ____________________________________  Date:_____________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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