UNIVERSITY OF SOUTHERN CALIFORNIA

Utilization Review/Quality Assurance Manager

Job Code: 187641

Grade: HH
OT Eligible: No
Comp Approval: 4/20/1995

JOB SUMMARY:
Plans, develops and manages utilization review and quality assurance programs for an IPA Network or clinical unit, ensuring compliance with applicable regulations. May oversee infection control, safety and risk management programs, as assigned. Supervises staff, develops policies and procedures.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME
______ ______ 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.
______ ______ Develops, recommends and implements policies and procedures pertaining to utilization review and quality.
______ ______ Supervises assigned staff. Makes hiring, promotional and salary decision in accordance with university policy. Provides performance appraisals and determines need for disciplinary action.
______ ______ 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.
______ ______ Participates with other IPA or clinic executives to monitor the potential financial risk of all covered participants on a concurrent basis.
______ ______ Reviews physician utilization data to identify trends and problem areas. Works with medical director to manage physician behavior that produces outlier cases.
______ ______ 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.
______ ______ 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.
______ ______ 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.
______ ______ 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.

Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with University Public Safety Department. 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:**

Essential:  
[ ] No  
[ ] Yes 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.

**JOB QUALIFICATIONS:**

**Minimum Education:**
Bachelor's Degree

**Minimum Experience:**
3 Years

**Minimum Field of Expertise:**
Degree in Nursing or related clinical field with current clinical licensure in State of California. Supervisory level experience in clinical quality assurance and utilization review. Working knowledge of JCAHO, Medicare, Medi-Cal, HMO and managed care requirements.

**Preferred Education:**
Master's Degree

**Preferred Experience:**
5 Years

**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:
Computer Network (Department or School)
Personal Computer

Supervises: Level:
Supervises employees and student workers

Supervises: Nature of Work:
Clerical/Secretarial
Professional/Paraprofessional

Comments:
If position responsibilities include safety, infection control and risk management, additional minimum field-of-expertise requirements are: working knowledge of risk management, OSHA standards and regulations relating to infection control.

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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