



**Job Code:** 6637

**Grade:** 22

**HCWR:** N

**Job Title**

Quality Assessment Coordinator, RN

**Department**

Cook County Health

This position is exempt from Career Service under the CCH Personnel Rules.

**Job Summary**

Under direction, supports the development and implementation of quality improvement initiatives, audits including Healthcare Effectiveness Data Information Set (HEDIS) and investigations; assists in resolving deficiencies in quality, regulatory and accreditation standards within Cook County Health (CCH). Interacts with a diverse range of clinical and administrative professionals, resolves complex issues and performs data analytic and reporting activities to ensure care is coordinated and managed appropriately.

**Typical Duties**

- Collaborates within Quality Department in the development of quality protocols, policies and procedures to continually improve health plan quality operations.
- Assists with the development and implementation of quality assessment/performance improvement (QA/PI) projects in order to improve outcomes.
- Assists with data collection and developing reports to present the results systematically.
- Develops and implements improvement strategies with appropriate follow up processes.
- Participates in various QA/PI committees and work groups convened to improve processes and/or health outcomes.
- Tracks and ensures receipt of data required for trending and reporting of various QA/PI work plan metrics and corrective action plans.
- Performs adequate data/barrier analysis, develops improvement recommendations and deploys actions as approved.
- Reviews and investigates complaints.
- Audits medical records for various QI studies and activities including HEDIS.
- Investigates quality of care concerns, which includes correspondence with patients/members and providers, record review, report completion and collaboration with Medical Director to determine impacts and next steps for actions.
- Prepares appropriate and timely reports of quality program activities to identify trends, prepares committee reports and proposes educational opportunities for improvement.
- Performs on-site quality reviews of designated entities, facilities and/or other offices and facilities to resolve quality of care concerns, generate findings and follow-up as directed.
- Identifies best practices and external quality metrics, researches new processes and makes recommendations for program enhancements.
- Conducts internal audits to ensure compliance with state, federal and accreditation standards and regulatory requirements.
- Travels to work sites throughout Cook County.
- Performs other duties as assigned.



### **Minimum Qualifications**

- Bachelor's Degree from an accredited college or university
- Licensed Registered Professional Nurse in the State of Illinois
- Five (5) years of experience working in a clinical, administrative, and/or health plan role.
- One (1) year of experience in a health care quality improvement or quality assurance capacity with a focus on assessing and/or acting on the quality of health care services
- Intermediate proficiency using Microsoft Office (Access, Excel, PowerPoint, and Word)
- Must be able to travel to work sites throughout Cook County

### **Preferred Qualifications**

- Prior experience in a managed care or health plan setting
- CPHQ (Certified Professional in Healthcare Quality)
- Prior experience with HEDIS (Healthcare Effectiveness Data Information Set)
- Experience with diverse populations and improving cultural competence

### **Knowledge, Skills, Abilities and Other Characteristics**

- Knowledge of trends in healthcare, managed care, Patient Centered Medical Home implementation, Medicaid, case management, and medical management
- Knowledge of current health care quality and performance improvement theory and methodologies
- Knowledge and understanding of government and industry managed care goals and requirements
- Intermediate proficiency using Microsoft Office (Access, Excel, PowerPoint, and Word)
- Excellent verbal and written communication skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups
- Demonstrated attention to detail, accuracy and precision
- Ability to facilitate and promote timely problem identification, analysis and resolution
- Ability to conduct activities in accordance with CCH privacy policies and ensure confidentiality requirements
- Ability to prioritize, plan, and organize projects and tasks to meet deadlines in a fast paced and stressful environment
- Ability to function autonomously and as a team member in a multidisciplinary team

### **Physical and Environmental Demands**

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.



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

**For purposes of the American with Disabilities Act, “Typical Duties” are essential job functions.**