



Job Code: 7901

Grade: 23

HCWR: N

Job Title

Manager of Population Health and Performance Improvement, CountyCare

Department

Managed Care

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

Job Summary

Under the direction of the CountyCare Director of Population Health and Performance Improvement, performs and monitors the quality management/improvement functions per the Quality Program and quality work plan, its annual updates and performance improvement plans. Ensures Quality Program is implemented in accordance with best practice(s), community based standards, and regulatory and accreditation standards. The Manager of Quality and Population Health interfaces with medical leadership, committees, workgroups, provider representatives and County Care staff to lead and direct process improvement activities that provide efficient and effective workflows to achieve the goals and objectives. Leads and mentors Quality staff.

General Administrative Responsibilities

Collective Bargaining

- Review applicable Collective Bargaining Agreements and consult with Labor Relations to generate management proposals
- Participate in collective bargaining negotiations, caucus discussions and working meetings

Discipline

- Document, recommend and effectuate discipline at all levels
- Work closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiate, authorize and complete disciplinary action pursuant to CCH system rules, policies, procedures and provision of applicable collective bargaining agreements

Supervision

- Direct and effectuate CCH management policies and practices
- Access and proficiently navigate CCH records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements



General Administrative Responsibilities

Management

- Contribute to the management of CCH staff and CCH' systemic development and success
- Discuss and develop CCH system policies and procedures
- Consistently use independent judgment to identify operational staffing issues and needs and perform the following functions as necessary; hire, transfer, suspend, layoff, recall, promote, discharge, assign, direct or discipline employees pursuant to applicable Collective Bargaining Agreements
- Work with Labor Relations to discern past practice when necessary

Typical Duties

- Collaborates with leadership to establish Quality goals. Develops and implements Quality Program and Quality work plan to achieve stated goals in accordance with Federal and State requirements and National Committee on Quality Assurance (NCQA) standards.
- Responsible for ensuring NCQA standards are integrated with the Quality Program and work plan. Leads initiatives to achieve outcomes and maintain health plan accreditation.
- Formulates and establishes policies, procedures and goals in compliance with internal and external guidelines.
- Conducts all aspects of Healthcare Effectiveness and Data and Information Set (HEDIS), Consumer Assessment of Healthcare Providers and Systems (CAHPS), and Health Outcomes Survey (HOS) studies including data collection, analysis, and evaluation, reporting and submission process.
- Ensures implementation of all quality improvement strategies across Provider Groups. Meets with Provider Groups on a scheduled basis to educate, report and collaborate on HEDIS and Quality Improvement initiatives.
- Oversees the design, implementation, and reporting of the performance improvement projects which include state and federal required improvement projects.
- Functions as a knowledge expert for quality improvement activities, educating staff and providers of the quality measures and the Quality Improvement (QI) process
- Creates educational materials and conducts educational sessions for providers and staff on issues identified for HEDIS, STARS, CAHPS and other quality initiatives.
- Supervises direct staff that performs quality activities on a daily basis. Includes employee evaluations and goal setting
- Collaborates on the development of the agenda and content of the Quality Improvement Committee. Assists in the presentation of the materials.
- Leads improvement initiatives for HEDIS, CAHPS, STARS, and performance improvement activities as required. Analyzes trends of performance metrics, identifies opportunities for improvement, develops action plans and leads committees to achieve improvements.
- Creates project targets and timelines, identifying key milestones for completion.
- Analyzes and submits monthly, quarterly and other required regulatory performance reports.
- Conducts oversight and monitoring of activities delegated entities and vendors as assigned
- Performs other tasks as assigned



Minimum Qualifications

- Bachelor's degree from an accredited college or university
- Three (3) years prior experience in a clinical setting or managed care
- Two (2) years of experience in a quality improvement role or quality assurance capacity with responsibility for monitoring performance and reporting trends or concerns

Preferred Qualifications

- Advance degree in public health, health related field or nursing
- Prior management experience
- Prior experience in Managed care setting
- Prior experience with HEDIS, STARS, NCQA Accreditation
- Formal Project Management training
- Licensed as an RN or APN in the State of Illinois

Knowledge, Skills, Abilities and Other Characteristics

- Demonstrates sensitivity and respect in caring for patients and in dealing with clients of diverse backgrounds.
- Strong interpersonal skills to build relationships with employees at all levels of the organization
- Strong written and verbal communication skills used to present performance data in presentations and reports
- Strong analytical skills, problem solving skills used to identify root cause of QI problems
- Flexibility and adaptability in performing work duties
- Strong project management skills and the ability to work independently toward stated goals
- Strong knowledge of Microsoft Office Products, Word, Excel, PowerPoint
- Knowledge of trends in healthcare, managed care, Patient Centered Medical Home implementation, Medicaid, Medicare, care management, and social determinants of health
- Knowledge of current health care quality and performance improvement theory and methodology
- Knowledge of quality methodologies
- Knowledge of Quality Improvement and HEDIS and STARS
- Excellent verbal and written communication skills necessary to communicate to all levels of staff, leadership and health care professionals
- Excellent presentation and team building skills with the ability to influence without authority
- Strong qualitative, quantitative, analytic and critical thinking and organizational problem solving skills
- Detail oriented and have high standards of accuracy
- Ability to prioritize, plan, and organize projects and tasks to meet deadlines in a fast-paced and stressful environment
- Ability to conduct activities in accordance with CCHHS privacy policies and ensure confidentiality requirements
- Ability to work independently or as a member of a team to achieve organizational or departmental objectives



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.