



Job Code: 9597
Grade: 23
HCWR: N

Job Title

Quality and Continuous Improvement Manager

Department

Health Plan Services

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

Job Summary

The Quality and Continuous Improvement Manager is responsible for the implementation and execution of the clinical operational initiatives, oversight, and quality needs for Health Plan Services. This position will work closely with all areas of CountyCare, Cook County Health, contracted vendors, and delegated care management teams to achieve quality goals.

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

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

- Leads and facilitates continuous improvement efforts using Lean, DMAIC, and Kaizen methodologies performing problem-solving tests to develop corrective actions for quality issues and to initiate continuous improvement
- Develops, monitors, and remediates specific quality initiatives initiated led by self or other leaders
- Reviews and updates the level of quality documentation for all products or services
- Works with project and program development to create product specific quality processes for all new products
- Designs and develops quality documentation, i.e., procedures, work instructions, inspection and sampling plans, as needed or requested
- Reports on all quality data, including metrics and trends. Shares feedback to department managers for problem identification and corrective action
- Reviews non-conformities for determining root cause, creating corrective actions, providing customer
- Establishes and maintains relationships with vendors to help facilitate the timely completion of projects, negotiate pricing, and ensure the receipt of quality products
- Coordinates returns to vendors and ensure corrective actions are in place to prevent future defects
- Performs other duties as assigned

Minimum Qualifications

- Bachelor's degree from an accredited college or university
- Three (3) years of quality assurance, regulatory compliance, and/or Lean/Six Sigma experience
- Intermediate proficiency using Microsoft Office
- Must be able to travel to work sites throughout Cook County including community agencies, network providers, government, and other agency offices

Preferred Qualifications

- Holds Quality certifications in one or more of the following: ASQ/CQE, CMQ/OE, Six Sigma (Green or Black Belt), or TQM
- Experience with Lean or PDSA Modeling

Knowledge, Skills, Abilities and Other Characteristics

- Knowledge and understanding of industry standard managed care contract language and regulatory requirements
- 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
- Excellent program development, management, and leadership skills
- Strong interpersonal skills to build relationships, negotiate and collaborate with individuals, organizations, and stakeholders
- Demonstrated analytical, problem-solving, critical thinking, decision making and conflict management/resolution skills
- Ability to prioritize, plan, and organize projects to meet deadlines in a fast paced and



Knowledge, Skills, Abilities and Other Characteristics

stressful environment

- Ability to troubleshoot and resolve quality related issues

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.