

## Premier Community HealthCare Group, Inc.

### Job Description

**Job Title:** Manager of Quality Care Services  
**Department:** Quality  
**Reports To:** Director of Quality and Patient Experience  
**FLSA Status:** Exempt  
**Prepared Date:** 10/2014 **Revised:** 2/2016;10/2019; 3/2021  
**Approved By:** Chief Medical Officer

**SUMMARY:** Under the direction of the Director of Quality and Patient Experience, the Quality Care Services Manager, leads Premier Community HealthCare's Quality Care Services (QCS) program. Coordinates PCHG's QCS services to support safe, timely, effective, efficient, equitable, and client-centered care. Directly manages the QCS team. Develops, implements, monitors, and evaluates the effectiveness of the QCS strategies, goals, protocols and procedures. Assists PCHG Leadership Team in developing strategic partnerships and management of relations with third-party payors.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** includes the following, other duties may be assigned.

- Partners with Director of Quality and Patient Experience to develop Quality Care Services strategies and goals that are aimed to improve quality and/or cost-efficiency of services
- Lead implementations of approved QCS processes, selects/develops indicators and monitoring tools, reporting timelines, and develop internal procedures necessary to collect and analyze QCS related data
- Develop procedures, drafts service plans, and workflows for the QCS department, including the use of Plan-Do-Study-Act (PDSA) problem solving model
- Directly manage the activities of the QCS department and performs all supervisory functions including but not limited to training, case assignment, review of cases progress, and the evaluation of QCS staff performance
- Integrate the performance-related outcomes set by funding agencies and HRSA Program requirements into the organization's Quality Care Model
- Responsible for the implementation and monitoring system to capture results for Pay for Performance (P4P), quality and risk-based bonus systems available through existing third-party payroll contracts and reporting of the PCHG's results
- Serve as a direct point of contact with all provider relation representatives of the third-party payors
- Actively collaborate with physician and clinical support care for successful management of assigned patient panels

- Review grievance and appeals from health plans, providers or members and request in writing to the appropriate facility or provider for any records and a response. Review with DQPE on each case to determine leveling.

**SUPERVISORY RESPONSIBILITIES:** Patient Care Coordinators

**GENERAL DEVELOPMENT:**

- Maintains a professional relationship and positive attitude with co-workers, the public, patients and the entire organization.
- Maintains the highest professional and work ethics.
- Displays enthusiasm toward the work, mission and vision of the organization.

**QUALIFICATIONS:**

- Active and Clear State of Florida Registered Nurse (RN) License
- Bachelor's degree in nursing, healthcare administration or related field
- Minimum 5 years of progressive responsibility in healthcare operations
- Minimum 3 years of management experience in a healthcare setting
- Prefer experience with the delivery of Quality Based Care initiatives preferred

**PROFESSIONAL KNOWLEDGE, SKILLS AND ABILITIES:**

**SKILLS:**

- Requires strong leadership and team building skills to effectively communicate (oral and written) and direct the work of a diversified staff
- Must possess advanced interpersonal skills to effectively interface with all levels of staff as well as external business-related associates.

**KNOWLEDGE:**

- Solid understanding of HEDIS and the use of HEDIS gap reports/Meaningful Use reports/HRSA Clinical Quality data reports in relationship to clinical visits/billing and some coding knowledge
- Must possess proficient PC skills and demonstrate proficient usage of various types of software to include spreadsheets, databases, etc. In addition, can use highly specialized/customized software for database management and preparation.

**ABILITY:**

- Strong analytical ability to solve complex problems
- Manage multiple tasks and priorities, independently resolve complex issues and keep management appropriately informed
- Requires reinforcing accountability for meeting deadlines and quality standards, identifying opportunities for process and procedural improvements, ability to handle

sensitive and confidential information, and the ability to communicate and exchange information with all internal and external customers.

**WORKING CONDITIONS AND PHYSICAL REQUIREMENTS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- 1. Ability to lift 20 lbs. regularly and 30 lbs.-50 lbs. occasionally.
- 2. Ability to sit for long periods of time.
- 3. Direct exposure to computer screen.
- 4. May be exposed to contagious/infectious diseases.

This job description in no way states or implies that these are the only duties to be performed by the employee(s) serving in this position. Employee(s) will be required to follow any other job-related instructions and to perform any job-related duties requested by any person authorized to give instructions or assignments.

I have received and read a copy of my job description and fully understand the requirements.

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CARE TEAM MEMBER PRINT NAME                      DEPARTMENT

\_\_\_\_\_  
CARE TEAM MEMBER SIGNATURE                      DATE

\_\_\_\_\_  
SUPERVISOR'S SIGNATURE                      DATE