



Family of Companies



JOB DESCRIPTION

JOB TITLE:	Quality Improvement Analyst	COMPANY:	IHP
REPORTS TO:	Director of Clinical Strategy		
DIRECT REPORTS:	None		
STATUS:	Non-Exempt	Full-Time	SALARY RANGE: \$71,7000 - \$95,000
OUTSIDE	25%	SCHEDULE:	WORK CONDITIONS: Home office &
TRAVEL:		7-7/M-F	outside travel

***The salary range provided is the annual base salary for California residents: \$71,700-\$95,000 depending on experience**

This job description is intended to be a general statement about this job and is not to be considered a detailed assignment. It may be modified at any time, with or without advance notice, to meet the needs of the organization.

Job Purpose:

Integrated Health Partners (IHP) of Southern California is seeking a Quality Improvement Analyst to provide support for quality improvement efforts of the clinically integrated network and federally qualified health centers (FQHCs) as the network continues to transition to value-based care and ensure clinical and operational excellence resulting in quality outcomes. The position will be a relationship-builder between the network and health centers and will actively engage clinicians and staff to implement clinical and quality-based best practices, communicate network efforts, and ensure a direct connection among all parties pertaining to quality metrics.

Essential Job Functions:

- Collaborate with health centers to implement and optimize best practices and processes directly affecting quality and/or as directed by the Clinical Committee.
- Evaluates the effectiveness of quality programs and develops strategies to help IHP network performance
- Dedicate time onsite or virtually to health centers to ensure operational network alignment of efforts associated with payer specific expectations and/or network expectations aligned with clinical quality efforts.

- Partner with MSO (Management Service Organization) and network Population Health IT Management Team to ensure effort alignment and tool utilization for ongoing reporting of quality metrics.
- Partner with MSO quality team to align improvement efforts and proactively communicate with payers regarding quality challenges and IHP improvement initiatives.
- Ensure compliance with industry, state, and network / payer practices while being a resource for health centers regarding quality-based initiatives.
- Maintain relationships with health center clinical providers to be an asset for questions pertaining to quality-based initiatives and pay for performance requirements to meet or exceed measurable performance metrics.
- Become an active member in designated committees and quality workgroups focused on continuous quality improvement efforts
- Support quality workgroup and drive the development of agenda items that support overall quality initiatives and best practices.
- Evaluate and report on health centers overall quality at QBR's and contribute to IHP quality strategy.
- Provide conceptual ideas of potential quality improvement efforts to network leadership for review and potential analysis and/or implementation.
- Document work, display results effectively and appropriately and contribute content for regular progress reports.
- Monitor health centers quality progress, offering best practice recommendations to support them in achieving their target benchmarks
- Acts as a bridge between, health plans, health centers and IHP to ensure effective communication and effective collaboration
- Perform other project-related duties as assigned.

Qualifications:

- Must possess valid driver's license, insurance and own transportation for use in work, and be flexible with working some evenings and weekends within a 40-hour workweek.
- Ability to travel throughout the United States. Some local and out of town travel required.
- Understand quality metric processes and data specifications to drive quality improvement efforts.
- Ability to remain open-minded and change opinions on the basis of data and/or new information; perform a wide variety of tasks and change focus quickly as demands change; manage transitions effectively from task to task; anticipate, plan for and adapt to varying patient / customer needs.
- Assume a role of collaborator; advocate new ideas, even when risk is involved; set an example for coworkers; delegate responsibility and empower associates to make decisions; provide constructive feedback to others.
- Ability to manage multiple projects; determine project urgency in a meaningful and practical way; use goals to guide actions and create detailed work plans and action plans; organize and schedule self, people and tasks.
- Maintain a deep understanding of HIPAA. Carry-out responsibilities in keeping with applicable laws, regulations, and industry standards; alert to potential for internal problems and reports concerns appropriately.

- Possess excellent communication skills, both verbal and written and uphold a personality of positivity and desire for relationship building.
- Ability to influence clinicians, staff, and leaders that do not directly report to the position.

Education/Experience:

- Bachelor's degree or equivalent
- Masters in Public Health- recommended
- MBA-preferred
- 2 years' experience in HEDIS reporting, quality improvement and/or quality measurement
- Proficient in Microsoft Office (Word, Excel, PowerPoint), Adobe Acrobat and Outlook.

Physical Requirements:

- Ability to sit or stand for long periods of time.
- Ability to reach, bend and stoop.
- Physical ability to lift and carry up to 20 lbs.

HIPAA/Compliance:

- Maintain privacy of all patient, employee and volunteer information and access such information only on as need to know basis for business purposes.
- Comply with all regulations regarding corporate integrity and security obligations. Report Unethical, fraudulent or unlawful behavior or activity.
- Upon hire and annually attend HCP's HIPAA training and sign HCP's Confidentiality & Non-Disclosure Agreement and HIPAA Privacy Acknowledgment
- Upon hire and annually read and acknowledge understanding of HCP's HIPAA Security Policies and Procedures
- Adhere to HCP's HIPAA Security Policies and Procedures and report all security incidents to HCP's Privacy & Security Officer