

**BEHAVIORAL HEALTH QUALITY IMPROVEMENT / COMPLIANCE MANAGER****DEFINITION**

Under the direction of the Behavioral Health Manager, directs, manages, supervises, and coordinates the Quality Improvement activities and operations within the Behavioral Health Department; ensures that County business and provider practices are compliant with Federal, State and local regulations and requirements; identifies and assesses areas of compliance risk and prepares recommendations that reduce the risks; coordinates assigned activities with department divisions, other county departments, and outside agencies; serves as a member and integral part of the Department's Senior Management Team; and provides highly responsible and complex administrative support to the Behavioral Health Director.

**DISTINGUISHING CHARACTERISTICS**

The incumbent shall have overall management responsibility for Department's Quality Improvement activities, which may include management of multiple work groups of significant depth and complexity. Responsibilities include development of the Department's goals and objectives and design and implementation of supporting programs, processes, policies, and/or procedures to successfully achieve those goals and objectives.

This position is responsible for all aspects of quality improvement, including department-wide compliance assignments as determined by the Behavioral Health Director. This position shall develop policies and procedures for compliance programs; ensure employee awareness of the compliance programs; develop compliance-related reporting mechanisms; and prepare compliance risk assessment analysis for departments.

The position shall act as Chair of Behavioral Health Compliance Committee, composed of key departmental managers and charged with evaluating and addressing department-wide quality and compliance needs. The Chair shall ensure the Committee is provided with sufficient and timely information to enable them to monitor regulatory requirements; evaluate new and existing policies for adequacy to address the objectives of quality improvement practices; determine the appropriate strategy to promote quality within the department programs; identify areas of potential violation; recommend internal fiscal system controls; and monitor internal and external audits and investigations.

**REPORTS TO**

Behavioral Health Director or Behavioral Health Deputy Director

## **BEHAVIORAL HEALTH QUALITY IMPROVEMENT / COMPLIANCE MANAGER - 2**

### **CLASSIFICATIONS DIRECTLY SUPERVISED**

Behavioral Utilization / Quality Assurance Coordinator, Behavioral Health Systems Analyst, Crisis Team, and other classifications as determined by Behavioral Health Director.

### **EXAMPLES OF DUTIES**

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

- Assume management responsibility for assigned services and activities of the Quality Improvement program including regulatory compliance systems and functions.
- Manage and participate in the development and implementation of goals, objectives, policies, and priorities for Quality Improvement programs; recommend and administer policies and procedures for the operation of a Quality Improvement program that implements Federal, State, and local regulations including compliance with Medicare and Medicaid requirements, appropriate HIPAA requirements, and the Office of Inspector General's seven compliance program components.
- Monitor and review departmental policies and procedures to ensure regulatory changes in all Federal and State programs are integrated and implemented; and, conduct periodic assessments to evaluate effectiveness and operationalization of procedures and programs.
- Monitor and review the Quality Assurance and Utilization Review procedures and its program for compliance with Federal and State requirements; and, integrate recommendations to past compliance problems into a quality assurance program.
- In collaboration with Community Programs Manager, develop a system, including written policies and procedures, for monitoring contracting service providers to ensure compliance with applicable State and Federal regulations.
- Develop procedures to assure adherence to State and Federal regulations and requirements for all grants; participate in the countywide grant compliance review team.
- Develop and annually update a written Code of Conduct for Behavioral Health; obtain and incorporate employee input; conduct employee training that will ensure the Code of Conduct is implemented.

## **BEHAVIORAL HEALTH QUALITY IMPROVEMENT / COMPLIANCE MANAGER - 3**

### **Example of Duties continued:**

- Develop, conduct, and participate in training and education programs for Department employees relevant to a broad spectrum of compliance, privacy, and quality assurance issues; establish and maintain a system for tracking completion of training.
- In collaboration with Community Programs Manager, develop a training program for contracting providers on regulations, policies, and procedures, Code of Conduct, documentation, billing, and other compliance requirements.
- Serve as the liaison for the Quality Improvement Division with department units, other county departments, and outside agencies; and, negotiate and resolve sensitive and/or controversial issues.
- Maintain a current working knowledge of Federal and State regulations and policies as they affect the Department through routine review of various Centers for Medicare & Medicaid Services (CMS) manuals, Federal Register notices, and various other resources.

### **TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye hand coordination; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, and copiers.

### **TYPICAL WORKING CONDITIONS**

Work is usually performed in an office environment; continuous contact with staff and the public.

## **BEHAVIORAL HEALTH QUALITY IMPROVEMENT / COMPLIANCE MANAGER - 4**

### **DESIREABLE QUALIFICATIONS**

#### **Knowledge of:**

- Operational characteristics, services, and activities of behavioral health quality management programs.
- Principles and practices of program development and administration.
- Pertinent Federal, State, and local laws, codes, and regulations including Medicare, Medi-Cal, CMS, HIPAA and Sarbanes Oxley regulations and other federal, state and local compliance regulations.
- Malcom Baldrige National Quality Program Health Care Criteria for Performance Excellence.
- Principles and practices used in healthcare management, government compliance, legal services, internal audits, risk management, regulatory affairs, human resource, or health care consulting.
- Health care and social service programs provided by the department.
- Auditing and agency assessment functions.
- Process improvement, performance measurement, and quality management tools.
- Principles and practices of budget preparation and administration.
- Principles of supervision, training, and performance evaluation.

#### **Ability to:**

- Lead and direct management of a comprehensive Behavioral Health Quality Improvement program for Behavioral Health Department administered and contracted services.
- Develop and administer clearly defined Quality Improvement program goals, objectives, and procedures.
- Create systems and processes to implement Quality Improvement programs and ensure regulatory compliance issues are identified at the earliest time and resolved in a timely manner.
- Establish and maintain cooperative working relationships within the Behavioral Health Department and with external organizations and individuals.
- Demonstrate personal diplomacy particularly in difficult or stressful situations.
- Communicate clearly and concisely, both orally and in writing.
- Prepare clear and concise written reports of quality improvement assessment findings.
- Oversee, direct, train and coordinate the work of subordinate staff.

## **BEHAVIORAL HEALTH QUALITY IMPROVEMENT / COMPLIANCE MANAGER - 5**

### **TRAINING AND EXPERIENCE**

Required qualifications for this position:

#### **Experience:**

Six years of increasingly responsible professional level experience in a compliance, organizational development, human resources, quality assurance, quality control, or fiscal program including four years of administrative and supervisory responsibility.

#### **Education:**

A Bachelor's degree from an accredited college or university with major course work in public administration, organizational development, business administration, health administration or a related field. An advanced degree is desirable, including but not limited to graduation from a law school accredited by the American Bar Association with a Juris Doctorate degree.

#### **License or Certificate:**

Possession of, and ability to maintain, a Healthcare Compliance Certificate from the Health Care Compliance Certification Board within six months of appointment.

### **SPECIAL REQUIREMENTS**

Must possess a valid California Driver's license at the time of appointment. The valid California Driver's license must be maintained throughout employment with Plumas County.

All County of Plumas employees are designated Disaster Service Workers through state law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.