

BEHAVIORAL HEALTH QUALITY ASSURANCE COORDINATOR

DEFINITION

Under general direction of the Behavioral Health Quality Improvement / Compliance Director, to assist with intake, utilization review, chart audits, remedial training and therapist support. This position will support the Behavioral Health programs with coordinating and implementation of quality management functions, including utilization review, quality assurance and continuous quality improvement and to perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is a specialized classification responsible for supporting the quality assurance division for overseeing the quality of care for the clientele of the Behavioral Health Department. As a fully licensed Senior Behavioral Health Therapist position within the Behavioral Health Department, the incumbent will be responsible for all assessments of new clients that are referred to the Behavioral Health Department. This position is responsible for assuring that all clients are seen, assessed, diagnosed and that a treatment plan is done immediately in order to begin treatment and billing. This position will also monitor all case notes prepared by all therapists to ensure proper compliance with Medic-Cal standards. The incumbent will provide mental health and drug/alcohol services to emotionally disturbed children, adults and families. Incumbent may provide supervision and provision of crisis intervention services, which include 24/7 on call ability.

REPORTS TO

Behavioral Health Quality Improvement / Compliance Manager, Behavioral Health Director, or Deputy Director

CLASSIFICATIONS DIRECTLY SUPERVISED

Behavioral Health Clinical Records Specialist on as needed basis.

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EXAMPLES OF DUTIES

- Performs intake assessments and evaluation of individuals with mental health and alcohol and drug problems; and individuals with co-occurring disorders.
- Provides intakes referrals for appropriate mental health and alcohol and substance abuse treatment models in collaboration with individuals served.
- This position is designated department representative for working with regulators, auditors, quality program representatives, County HIPAA Officer, and with peers in state NorQIC and regional groups.
- Work with the Behavioral Health Quality Improvement / Compliance Director in development of protocols, policies and procedures.
- Assist with the development of and completion of staff trainings related to quality service; such trainings would include at a minimum, DMH and federal laws and regulations, HIPAA, Integrity Compliance and Cultural Competency.
- Monitor and seek resolution of Client grievances, unless conflict of interest due to intake process.
- Provide feedback to staff on operational procedures of clinical services.
- Participate in Mental Health Advisory Commission as needed.
- Responsible for scheduling and holding meetings, facilitate the agenda, record minutes and maintain archive of records for the following projects Quality Assurance Community Meetings, Doctor Quality Assurance meetings, Project Improvement Programs (PIPs), Memorandum of Understanding (MOU) with community partners and services provision at those sites, lists of hospital contracts, client survey process, peer review process, Cultural Competency Activities.
- Maintain operations and the quality of service in compliance with regulations by reviewing all relevant regulations, policies and procedures and make recommendations for need of revisions to Behavioral Health Quality Improvement / Compliance Director.
- Collection and assessment of data for monitoring quality services and to obtain goals in areas identified for improvement, such as length of waitlists for appointments (clinicians and doctors), change of provider, access to services issues (monitor barriers-after hours, crisis services, geographic, manpower, cultural, availability of services as an alternative to emergency hospitalization, etc.).
- Assure staffs are qualified, trained appropriately, track staff licensures and certifications.
- To serve as the Compliance Officer for a number of programs of quality review, such as the HIPAA Departmental Compliance Officer, the compliance Program Officer; ensure the maintenance of client records and regulatory documents to ensure a plan for quality service is in place and that staff is following those plans.
- Conduct peer chart reviews of clients; monitor client charts for compliance to Regulations and case note records are documented with in mandated time lines to ensure accurate billing compliance.
- Assist the Behavioral Health Quality Improvement / Compliance Director in revising required plans as needed, such as the annual work plan, the DMH contract, the cultural competency plan.

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Example of Duties continued:

- Perform clinical on-call and clinician of the day duties.
- To remain current with the practice and licensing and the direct provisions of quality clinical service.
- Authorized to serve as the reviewer and approver to authorization for client services out of county.
- Ensure that individuals in placement have access to mental health services.
- Ensure follow-up care after discharge from inpatient facilities.
- Maintains an awareness of mental health and alcohol and drug counseling methodologies.
- Provides crisis intervention and assessment for individuals with primary mental health diagnosis, primary alcohol and substance abuse diagnosis; and individuals with co-occurring disorders.
- Prepares case histories and maintains up to date patient records including session notes documented within the 72 hours requirement.
- Makes referrals to, and receive referrals from appropriate professionals or outside agencies.
- Participates in the assessment of client needs and consults with others in developing therapeutic goals and objectives.
- Participates in mental health and alcohol and drug education program, conferences and community programs.
- Attends training conferences relevant to current mental health alcohol and drug and co-occurring disorders.
- Performs community outreach and education assignments.
- Participates in the emergency “on-call” system on a rotating basis.
- Operates a personal computer and effectively utilizes an electronic health records system.
- Conducts recovery activities, case management, and completes related work as required.
- Understands State and Federal laws regarding privacy, confidentiality and security.
- Provide supervision to assigned staff.
- Participates in, and/or actively provides behavioral health education programs, conferences and community programs.
- Actively participates in collaboration with community groups and agencies.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; lift and move object weighing up to 25 pounds; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

Last revised 10/2016

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TYPICAL WORKING CONDITIONS

Work is usually performed in an office or community environment; continuous contact with staff and the public. Crisis intervention services may require working in a hospital setting or County jail. This position requires routine driving throughout the county and occasional driving outside the county to various sites.

DESIRABLE QUALIFICATIONS

KNOWLEDGE OF

- State, Federal, and local laws, regulations, and requirements for the provision of mental health services and programs.
- Principles of community organization, community based programs and agency coordination.
- Principles and practices of public relations
- Modern office procedures, including preparation of charts, agendas, modern office procedures, including preparation of minutes, mailing lists, and desktop publishing.
- Principles and methods of financial record keeping and reporting.
- Current practices and techniques in psychotherapeutic treatment.
- The scope and activities of public and private agencies in the mental health field.
- Quality Assurance practices and standards.
- Problem solving skills.

ABILITY TO

- Analyze case information and reach sound diagnostic and treatment decisions.
- Maintain composure and awareness during crisis interventions.
- Prepare clear, relevant and accurate reports.
- Develop and disperse and present educational and training information.
- Develop and present public presentations.
- Enforce Quality Assurance Standards.
- Interpret and apply complex mental health program rules, regulations and policies.
- Effectively represent the Mental Health Department in contacts with clients and the public.
- Establish and maintain effective working relationships with staff, other agencies, and the public.
- Communicate effectively orally and in writing.
- Follow oral and written instructions,
- Prepare, maintain, organize, and analyze a variety of information and data.
- Maintain confidentiality of information as warranted.
- Survey and/or interview a variety of people.

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TRAINING AND EXPERIENCE

Required qualifications for this position:

- Possession of a Master's Degree in Social Work, Psychology, Counseling, Psychiatric Nursing or appropriate related field, received from an accredited institution.
- Possession of a license as an Licensed Clinical Social Worker (LCSW), or Licensed Marriage and Family Therapist (LMFT), Licensed Professional Clinical Counselor (LPCC), issued by the California State Board of Behavioral Science Examiners or other qualified license as per regulation associated with the recovery of Federal and State for the Quality assurance activities or Registered Associate according to Board of Behavioral Sciences effective January 1, 2018 for Title Changes.
- Two (2) years of post-licensure experience preferred in a mental or behavior health setting, to include experience in a Community Mental or Behavior Health Clinic and supervision of staff.

SPECIAL REQUIREMENTS

Possession of certification to serve as a supervisor of interns and to continually maintain any ongoing requirements imposed by the applicable licensing board to keep the supervisor certification active and in good standing, preferred.

Possession of a valid California Alcohol and Other Drug Counselor Certification from an organization accredited by the National Commission for Certifying Agencies (NCCA) to register and certify Alcohol and Other Drug (AOD) Counselors in California, preferred.

Must possess a valid driver's license at time of application and a valid California Driver's License by the time of appointment. The valid California Driver's License must be maintained throughout employment.

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.