



Emergence Health Network

El Paso Center for Mental Health/Intellectual Disabilities

Quality Assurance Coordinator

Job Code: QA - 111

Revision Date: November 9, 2022

Starting Salary: \$18.59 hourly; \$38,672 annually

FLSA: Non-Exempt

Overview

We are an agency committed to innovative behavioral health services in trauma-informed care that promote healing and recovery to instill a sense of empowerment and foster a lifelong sense of resilience.

General Description

The purpose of this job is to plan, implement and execute quality assurance and performance improvement systems. Collaborates and oversees regulatory efficacy, quality, performance improvement and risk mitigation activities for direct/indirect care divisions and programs within the EHN system.

This class works under general supervision, independently developing work methods and systems.

Duties and Responsibilities

The functions listed below are those that represent the majority of the time spent working in this position. Management may assign additional functions related to the type of work of the position as necessary.

- Coordinates, assigns and reviews quality related work and develops protocols; maintains standards; monitors status of work in progress; inspects completed work assignments; answers questions; gives advice and direction as needed.
- Manages and executes tasks within an auditing system that involve randomized chart reviews; measure against established baselines, reports findings and recommends improvement to leadership team.
- Utilizes a wide range of technology tools and integrate sustainable, efficient and tested systems of care, quality, performance and value.
- Assists in the research and preparation of information and materials involving regulations and codes (Texas Administrative Code, General Provisions, Medicaid, etc.) for education and distribution purposes.
- Assists in the development of descriptive, inferential statistics (data and trends analysis) and dashboards to help drive improvements in quality performance, and controls.
- Conducts risk (root cause) analysis that link individual standard deficiencies with potential system vulnerabilities and related risk points through the creation of process flow and fishbone diagrams and value stream mapping.

- Conducts investigations and focus audits upon request.
- Performs other duties as assigned.

Minimum Education and Experience Requirements

Requires a Bachelor's Degree in Business or Public Administration, Risk Management or related field supplemented by two (2) years of progressively responsible experience in data analysis, quality assurance/control or related activities; or equivalent combination of education, training, and experience which provides the required knowledge, skills, and abilities.

Experience with trauma-informed services; cognitive behavioral therapies, including DBT; and motivational therapies including the use of incentives, preferred.

Required Knowledge and Abilities

Knowledge of trauma-informed theories, principals, and practices (includes multi-faceted understanding of concepts such as community trauma, intergenerational and historical trauma, parallel processes, and universal precautions), preferred.

Physical Demands

Performs sedentary work that involves walking or standing some of the time and involves exerting up to 10 pounds of force on a regular and recurring basis or sustained keyboard operations.

Unavoidable Hazards (Work Environment)

- Involves routine and frequent exposure to:
 - Bright/dim light; Dusts and pollen.
 - Other extreme hazards not listed above.

Special Certifications and Licenses

- Must obtain Audit Certification within one year of hire.
- Must possess and maintain a valid state Driver's License with an acceptable driving record.
- Must be able to pass a TB, criminal background and drug screen.

Americans with Disabilities Act Compliance (ADA)

Emergence Health Network is an Equal Opportunity Employer. ADA requires Emergence Health Network to provide reasonable accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

Other Job Characteristics

- Staffing requirements, including criteria that staff have diverse disciplinary backgrounds, have necessary State required license and accreditation, and are culturally and linguistically trained to serve the needs of the clinic's patient population.
- Credentialed, certified, and licensed professionals with adequate training in person-centered, family centered, trauma informed, culturally-competent and recovery-oriented care.

Note: This Class Description does not constitute an employment agreement between the Emergence Health Network and an employee and is subject to change by the Emergence Health Network as its needs change.