

Quality Assurance and Improvement Coordinator - Promotional Tompkins County

Department: Mental Health Department
Classification: Competitive
Labor Grade: White Collar grade 16
Approved: Reclassification
Revised: 4/24
By: HB, Deputy Commissioner of Human Resources

QUALIFYING EXPERIENCE FOR TAKING THE EXAMINATION:

Admission to this departmental promotion examination will be limited to current employees of the Tompkins County Mental Health Department. No later than the final filing date announced, the applicant must currently hold, and have continuously held, at least two years of permanent competitive class status in the title of Administrative Assistant - Level 4 in the Tompkins County Mental Health Department.

Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.

SPECIAL REQUIREMENT: The applicant must possess a valid New York State Class D drivers license at the time of application and maintain such license for the duration of employment.

DISTINGUISHING FEATURES OF THE CLASS:

This is an administrative position responsible for development, planning and coordination of the administrative, quality assurance, security, compliance and fiscal areas of the Mental and Public Health Departments. The incumbent will function as the administrator of the departmental electronic health record operating systems and will oversee and track mandated Clinical Quality Measures. Further, the incumbent will develop the internal policies and practices to comply with regulatory quality and efficacy programs as defined by the NYS Office of Mental Health and the Department of Health. The incumbent will also function as the local administrator for the Regional Health Information Organization (RHIO), an electronic health information exchange for clinical providers for both departments. The incumbent will supervise and provide administrative support for the electronic Billing and Operating functions in both the Mental and Public Health Departments. The incumbent will also be responsible for the implementation of improved business practices and clinical technical assistance projects. The incumbent will exercise high autonomy and will provide supervision over ongoing, permanent work groups and all activities associated with departmental operating systems.

The incumbent will create reports and other relevant tools to analyze fiscal, quality improvement and clinical quality measurements in order to measure clinical outcomes and productivity, evaluate fiscal viability, improve fiscal and clinical work flows and ensure that objectives are met and to improve overall reporting capability. The incumbent will identify trends through department wide data analysis and make policy and procedure recommendations to Department Head and/or their designee to improve efficiencies and quality of service. All work in this title is performed under the general supervision of the Department Head and/or their designee.

The work involves considerable demands from extremely tight deadlines generated by regulatory mandates. High interpersonal skills are necessary in order to plan and coordinate inter-departmental cooperation and collaboration across a diverse range of professionals. Internal contacts are across departments and affect the development and implementation of projects or issues. External contacts include communication and negotiation with contractual service providers, suppliers, technology vendors and regulatory entities necessary to develop and deliver programs and services. Patient/client contact may be a necessary function of this position. The work environment has minimal exposure to disagreeable conditions and the employee's risk level is low. The work primarily involves utilizing standard computer hardware and software and requires a high level of operating knowledge and skill to output the requisite reports accurately and efficiently. A high level of operating knowledge is also required for configuration and administration of the Electronic Health Record. The nature of this position is such that it does require considerable visual effort on a day-to-day basis. However, the employee's physical effort is minimal.

TYPICAL WORK ACTIVITIES:

- Administers, initiates and manages team responsible for process mapping, work flow analysis, and full implementation of the Electronic Health Records program

- Functions as the liaison between the Department Head and Vendors and serves as the ongoing administrative oversight of the Electronic Health Records program;
- Supervises and administers support for the Billing and Operating functions in both the Mental and Public Health Departments.
- Functions as liaison and support for joint projects between the Mental and Public Health Departments;
- Functions as liaison to Electronic Health Record vendor to communicate and resolve system problems;
- Oversees the electronic health record internal processes, such as work flow and documentation, ensuring the meeting of all HIPAA, Compliance and State Licensing regulations;
- Oversees, troubleshoots and acts as the system administrator for the ongoing operation of the electronic health record system;
- Works with staff and vendors to define/develop the architecture necessary to automate current work flow and processes;
- Manages and coordinates the implementation and initial and ongoing staff training for the electronic health record project and other Department wide initiatives;
- Supervises work groups and projects aimed at improving Departmental efficiency and customer service;
- Generates statistical and narrative reports necessary to measure outcomes;
- Creates and maintains databases to record and report on data in a meaningful way to clinicians, psychiatrists, care managers, nurses and administrators;
- Participates in NY State sponsored Clinical Technical Assistance programs that are designed to assist Mental Health Clinics to strengthen fiscal viability.

KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of work flows, billing, processes and practices of a health care organization;
- Thorough knowledge of policies, laws and regulations affecting Mental Hygiene and Health activities;
- Thorough knowledge of computer operations with regard to database, spreadsheet and word processing applications;
- Thorough knowledge of the principles and practices of regulatory compliance;
- Thorough Knowledge of Clinical Quality Measures;
- High interpersonal skills necessary to work well with colleagues, other county departments, service providers and community groups;
- Strong ability to work independently and autonomously;
- Ability to promote and facilitate multi-disciplinary collaborative teamwork;
- Ability to facilitate planning processes, understand how systems work, develop work plan and create timelines for implementation of projects;
- Ability to define priorities and resolve problems that may occur;
- Ability to prepare and present ideas clearly and concisely, both orally and in writing;
- Ability to develop and implement new operating procedures, methods, and policies;
- Ability to analyze, prepare, format and present data in a variety of complex statistical reports;
- Ability to follow complex verbal and written directions;
- Good judgment, accuracy, integrity, resourcefulness, and tact are required;
- The employee's physical and mental condition shall be commensurate to the demands of the position.

PHYSICAL, MENTAL AND ENVIRONMENTAL DEMANDS:

The employee must be able to sit for extended periods of time within a standard eight-hour work day. Other types of physical effort are minimal with the exception of the occasional requirement to lift boxes of office supplies and paper goods up to twenty pounds. The incumbent's visual acuity must be sufficient to enable him or her to see and accurately work with information on a computer screen and be able to satisfactorily perform the essential functions of this job. The employee's hearing must be sufficiently acute to enable him or her to hear, understand and carry out verbal instructions. The employee must have the physical ability to manipulate a computer keyboard and other types of office equipment. These fine motor skills include adequate hand/eye coordination and the full use of fingers, hands and arms to perform the essential functions of this job. Environmental factors include the ability to work closely and cooperatively in close physical proximity with others. He or she may occasionally be required to work alone. Almost all work is performed indoors in a temperature controlled environment, so excessive heat, cold, humidity, noise, etc., are not factors that are significant to this job. The employee may at times be asked to drive to get to remote locations, or otherwise demonstrate the ability to meet the limited transportation requirements of this job.

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