



USC University of
Southern California

Quality Management Coordinator Job Description

JOB INFORMATION

<i>Job Code:</i>	187640
<i>Job Title:</i>	Quality Management Coordinator
<i>FLSA Status:</i>	Non-Exempt
<i>Supervisory:</i>	May oversee staff, students and/or resource employees; Supervises employees who do not supervise.
<i>Job Family:</i>	Clinical Support
<i>Job Family Group:</i>	Clinical Administration 1
<i>Management Level:</i>	7 Individual Contributor

JOB SUMMARY

Responsible for planning, developing and implementing policies and procedures pertaining to patient safety and quality care. Directs the staff in review of treatment plans, reviews utilization data, directs the collection and measurement of data for quality indicators, and coordinates action plans. Responds to requests, complaints and grievances from patients, stays informed of developments in the field, manages the chart auditing system, and collects and processes data to conduct patient surveys.

JOB QUALIFICATIONS:

Education

<i>Req</i>	<i>Pref</i>	<i>Degree</i>	<i>Field of Study</i>
X		Bachelor's degree	
	X	Master's degree	

Additional Education

Check here if experience may substitute for some of the above education.

X Combined experience/education as substitute for minimum education

Work Experience

<i>Req</i>	<i>Pref</i>	<i>Work Experience</i>	<i>Experience Level</i>
X		3 years	
	X	5 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

X Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

<i>Req</i>	<i>Pref</i>	<i>Functional Skills</i>
X		Excellent understanding of performance improvement, quality assessment, and utilization management.
	X	Previous experience in quality assurance or in clinical documentation.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Plans, develops and manages utilization review and quality assurance programs for an IPA Network or clinical unit. Ensures compliance with applicable laws, regulations, standards and requirements of third-party reimbursement systems (e.g., Medicare, HMO, managed care).				
Develops, recommends and implements policies and procedures pertaining to utilization review and quality.				
Supervises assigned staff. Makes hiring, promotional and salary decision in accordance with university policy. Provides performance appraisals and determines need for disciplinary action.				
Directs staff in the concurrent review of patient treatment plans; reviews records for services provided to patients to assure the accurate selection of principal diagnostic codes, procedures and pre-existing conditions in accordance with contractual agreements.				
Participates with other IPA or clinic executives to monitor the potential financial risk of all covered participants on a concurrent basis.				
Reviews physician utilization data to identify trends and problem areas. Works with medical director to manage physician behavior that produces outlier cases.				
Develops, implements and oversees pre-admission certification processes in accordance with applicable healthcare contracts. Assists in determining alternatives for cases not meeting medical necessity criteria.				
Directs the collection, measurement and presentation of data required for monitoring quality indicators. Identifies and assesses quality management problems and refers to staff for action.				
Coordinates action plans and serves as a resource to medical director and staff regarding quality and utilization issues. Acts as principal staff and as a member of utilization review and quality assurance committees. Ensures the provision of inservice education on topics (e.g., quality assurance, utilization, JCAHO standards and their interpretation, methods of data collection, statistical analysis and presentation).				
Responds to patient requests, inquiries, complaints and grievances, reviewing and investigating all documentation thoroughly. Reports results of investigations to medical director, other executives and applicable committees.				
Develops and implements policies, procedures and programs relating to safety, infection control and risk management, ensuring compatibility with university policies. Oversees required recordkeeping and presents inservice training.				
Stays informed of developments in field. Reads pertinent literature, attends meetings and participates in professional associations as appropriate. Establishes and maintains an active network of professional contacts.				

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the employee's department's emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC's policy at: https://policy.usc.edu/mandated-reporters/
<i>Campus Security Authority (CSA)</i>			<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC's policy at: https://dps.usc.edu/alerts/clery/			No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name

Signature

Date

Print Manager Name

Signature

Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.