Organizational Description
The Community Health Center Network (CHCN) is a partnership between seven health service organizations in Alameda County, whose mission is to provide a comprehensive range of professional health care and social services in a manner respectful of the community values and traditions. CHCN is a nonprofit corporation, serving as an agent for its member health service organizations.

JOB TITLE: Director of Utilization and Quality Management

REPORTS TO: Medical Director

POSITION SUMMARY: Oversee the staff and activities of the Utilization Management and Quality Improvement Program. Develop, update, review and provide oversight of Medical Management processes, policies and procedures. Responsible for utilization management and quality reports and all HMO contractual requirements.

DUTIES AND RESPONSIBILITIES
- Provide oversight for utilization management including: representation at health plan meetings and audits, and development and maintenance of utilization management plan, policies, procedures, and reports.
- Provide oversight for quality improvement activities including: representation at health plan meetings and audits, and development and maintenance of QI plan, policies, procedures, and reports.
- Supervise Clinical Services Coordinator, Utilization Management Coordinator, Intake Assistant and Nurse Case Manager.
- Manage and coordinate the processing of authorizations, concurrent and out-of-plan reviews, and denials according to standards.
- Work with Clinical Services Coordinator to maintain quality improvement program studies, access audits, and member/provider satisfaction surveys.
- Serve on management team & work at integrating utilization and quality management into other MSO departments.
- Respond to all audit findings.
- Chair quarterly clinic managers meetings and communicate current MSO processes.
- Collaborate with Medical Director to develop agendas for the monthly UM Committee and QI Committee.
- Work closely with Case Manager on high risk patients.
- Analyze utilization patterns to support development of disease and case management activities.
- Serve as the quality and medical management representative on the CHCN data team.
- Other duties as assigned.

HIPAA Designated Access
- “For the purposes of the job duties of this position, the person in this position requires access only to the following HIPAA protected information data sets”

QUALIFICATIONS
Education & Experience
- RN license desirable; LVN/NP may be considered.
- 3+ years in Utilization Management / Quality Improvement in hospital, HMO, or IPA setting.
- 2+ years in health care delivery at hospital, clinic, or physician’s office.

Skills
- Good communication and customer relation skills.
- Utilization Management/ Quality Improvement experience.
- Management experience necessary.
- Computer literacy.
- Sound decision-making skills for clinical and non-clinical issues.
- Training skills.
- California driver’s license required.

General CHCN Roles
- Fosters an environment that promotes trust and cooperation among clients and staff.
- Enforces policies and procedures, including maintenance of client confidentiality, to ensure that the principles of CHCN are implemented.
- Accountable for participating in decision making processes and understanding the outcome(s).
- Understands the values and principles of CHCN and applies them in work responsibilities.
- Participates in outreach activities, agency advocacy, and serves on ad hoc committees, as requested.
- Attends CHCN and Board of Directors meetings, as required.

Physical & Work Environment Demands
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit; talk and hear; and use hands to finger, handle, or feel. The employee is occasionally required to stand’ walk’ and reach with hands and arms. The job is performed in a work environment that is moderately noisy, i.e., a business office with computers and printers, and with light traffic.

Salary and Benefits
- This is a full time position.  CHCN offers a competitive salary and benefits package.

The Community Health Center Network is an Equal Opportunity Employer