

**GENERAL DESCRIPTION OF CLASS**

The QUALITY ASSURANCE COORDINATOR collects and analyzes a variety of data to assess the quality and appropriateness of care and treatment of patients and to provide oversight in the allocation and utilization of agency resources.

**DISTINGUISHING FEATURES**

This is a single classification and not currently part of a series of classes.

**DUTIES AND RESPONSIBILITIES**

The duties listed below are not inclusive but characteristic of the type and level of work associated with this class. Individual positions may perform all or some combination of the duties listed below as well as other related duties.

**1. Utilization Review**

Plan, develop, and maintain the utilization review data collection and reporting system. Submit regularly scheduled reports and serve as hospital resource on reporting patient hospital utilization to certifying bodies.

Conduct admission and continued stay reviews according to institution guidelines, evaluate documentation to assess level of care provided, and identify problems in meeting regulations and hospital requirements.

Serve as liaison with third-party payors in establishing eligibility for benefits to hospital patients.

**2. Quality Assurance**

Assist in developing strategies for the continuing development of the Medical Department quality assurance activities. Plan, develop, and maintain a reporting system for quality of care measures and individual physician performance review findings.

Using Medical Department guidelines, monitor appropriateness and quality of care, identify problems, and recommend action necessary to meet mandated requirements.

Report review activities and findings through regularly scheduled reports which identify problems, corrective actions taken, trends, and patterns of care.

Interpret relevant accreditation standards for the hospital-wide quality assurance program and recommend or formulate operational procedures. Assist in implementing and evaluating the quality assurance operations.

**3. Miscellaneous**

Conduct special studies for accreditation and regulatory compliance by researching applicable Joint Commission on Accreditation of Health Care Organizations (JCAHO), Federal, and State rules and regulations. Draft hospital policy and procedures.

**RELATIONSHIP WITH OTHERS**

Employees in this class have daily in-person contact with administrative staff, physicians, and other treatment team members to obtain and verify information. They are in regular contact with third-party payors to establish eligibility for benefits to patients and have weekly contact with other State and Federal agencies.

## **SUPERVISION RECEIVED**

Employees in this class receive general supervision from the Chief Medical Officer who reviews work through weekly meetings to plan and assess the employees' work. Work is reviewed for accuracy, thoroughness, timeliness, appropriate interpretation of and compliance with Federal and State statutes and regulations, and with the policies and procedures of the hospital.

The employee is guided by Medicare and Medicaid rules and regulations, Health Care Finance Administration (HCFA) and JCAHO standards, and Oregon Administrative Rules, as well as institution policies and procedures.

## **GENERAL INFORMATION**

Positions in this class are found in mental health institutions or hospitals and require the willingness to work in the environment associated with the position's location and purpose.

Skill in assessing the quality of care and treatment provided to mentally ill clients.

## **KNOWLEDGE AND SKILLS (KS)**

General knowledge of professional nursing processes, methods, and procedures.

General knowledge of uses and effects of medications.

General knowledge of patient rights.

General knowledge of the methods, techniques, and procedures used to assess adequacy of client care provided.

Basic knowledge of Federal and State laws, rules, and regulations related to the provision of direct care to mentally ill clients.

Basic knowledge of methods used to assess quality assurance and utilization review programs.

Skill in recognizing and identifying deficiencies in services provided clients.

Skill in interpreting, applying, and explaining to others specific Federal and State laws, rules, standards, and guidelines.

Skill in compiling information and preparing accurate reports.

Skill in maintaining accurate work-related records.

Skill in working effectively with a variety of professional and nonprofessional staff.

## **SPECIAL QUALIFICATIONS**

Employees in this classification must possess a valid Oregon Professional Registered Nurse license at the time of appointment.

**NOTE:** The KNOWLEDGE and SKILLS are required for initial consideration. Some duties performed by positions in this class may require different KS's. No attempt is made to describe every KS required for **all** positions in this class. Additional KS requirements will be explained on the recruiting announcement.

Adopted 7/91

Revised