



Position Title: Quality Assurance Manager

Reports to: Clinic Manager

FLSA Status: Exempt

Duties and Responsibilities include:

- Leads QI initiatives utilizing QI processes and assists teams in developing appropriate tracking metrics to monitor performance to ensure compliance with the center's QM Plan
- Develops and documents the QM Plan, Work Plan and Work Plan Evaluation
- Works with clinicians to conduct chart review
- Develops QA chart review check list
- Responsible for population management activities
- Oversees and coordinates the health insurances' Quality Incentive Program initiatives and tracks progress towards goals.
- Manages the adverse event/serious reportable event review process for licensed providers in conjunction with the CMO and COO.
- Performs root cause analyses and recommends appropriate actions to improve clinical and non-clinical outcomes.
- Collaborates with Clinic Manager and CMO regarding quality initiatives and contractual, regulatory and accreditation requirements
- Provides support to the Clinic Manager for maintaining NCQA accreditation.
- Responsible for the Center's quality related activities and performance improvement projects.
- Performs other duties and/or special projects as assigned.

Minimal Qualifications:

- Master's Degree in health related field required.
- Experience working with Medicaid population
- Experience working in a managed care organization
- Experience with NCQA accreditation standards
- Strong oral and written communication skills; ability to interact within all levels of the organization.
- A strong working knowledge of Microsoft Office products.
- Demonstrated ability to successfully plan, organize and manage projects.
- Detail oriented, excellent proof reading and editing skills.
- Experience working with medical Software; eClinicalWorks preferred

Competitive salary and excellent benefits. To apply, send a resume, a cover letter (including minimum salary requirements), and three references to Mihaela Mihai, Clinic Manager, via email at mmihai@apicha.org. Position is open until filled. No phone calls will be accepted. Emails without cover letter and salary requirements will not be considered.

APICHA is an equal opportunity employer that does not discriminate on the basis of age, race, creed, national origin, gender, disability, marital status, and sexual orientation.