

JOB DESCRIPTION

TITLE: Quality Assurance / Inter-rater Reliability (QA/IRR) Director

DIVISION/DEPARTMENT: Personal Care Independent Assessments

PREPARED BY: HH

FTE: 1.0

FLSA STATUS: Exempt Hourly

DATE: 09/29/2015

POSITION SUMMARY

Reports to: Assistant Vice President, Personal Care Independent Assessments

Staff reporting to this position:

Regularly works with:

- Assistant Vice President, Personal Care Independent Assessments
- Director of Nursing & Regional Operations,
- Training Coordinator,
- Customer Service Manager
- RN Regional Managers
- Other MetaStar Departments including IT and Finance
- State of Wisconsin Department of Health Services staff

Key responsibilities:

1. All project information systems and reporting.
2. Oversee the collection of all reportable data and completes the monthly and cumulative quarterly reports summarizing the outcomes/activities/utilization for the different types of assessments, the Mediation/Appeal data, Customer Service activity, complaints/ incidents and other pertinent quality and contract performance data.
3. Responsible for the interface with the IT vendor in the development of new and improved systems to refine the effectiveness and efficiency of the various computerized operations.
4. Will develop and oversee root cause analysis reviews for incidents and work with management to improve the quality of systems in the project.
5. Some of the specific issues this position will need to address during the transition phase of the contract are:
 - Develop the methodology for providing recipients with the 1st, 2nd and 3rd choice of PCS providers.
 - Develop database for tracking information regarding all mediations and appeals.
 - Work with IT vendor to develop systems for downloading data for required reports.
 - Develop database for tracking information regarding type of and volume of contacts and number of complaints made to the customer support center.

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- Work with IT vendor or independent vendor as appropriate to develop systems for plans of care, complaint reporting, critical incident reporting and program status reports.
- Work with the IT Contractor system to continue to automate the basic independent assessment workflow and track assessment progress.
- Develop tools & methodology to establish validity and reliability benchmarks for the current program assessment tools.
- Work with DHS to integrate PCS into a Quality Improvement Program being implemented for all home and community-based services that provides data to monitor key performance metrics through automated digital dashboards.
- Work with the IT Contractor to implement and streamline electronic systems to obtain referrals & POCs to enhance efficiency.
- Develop with the IT Contractor a system to review new system enhancements in conjunction with the DHS and prior to the introduction into the production version of the online system.
- Work with the IT Contractor and DHS to assist in the development of the Incident Reporting System.
- Develop the database for the Customer Support Center management system to document incoming call center volume, response times, dropped calls and other metrics required to determine call center performance.
- Work with IT vendor to integrate planned interfaces (IT systems and file formats) between IT vendor's systems and MetaStar's.
6. Ensure that the work complies with the Department's contract and regulatory requirements and exceeds internal and external performance expectations.
 7. Facilitates and coordinates activities to ensure contract deliverables meet timeliness, quality and budget expectations.
 8. Promotes positive internal/external client relations.
 9. Participates and supports department efforts to improve existing processes and develop new processes including identification of issues/barriers and methods for improvement. Promotes flexibility in process design, implementing PDSA cycles as needed.
 10. May serve as a subject matter expert.
 11. Communicates routinely regarding project progress, issues and needs, etc.
 12. Develops and delivers presentations to internal and external groups, as needed
 13. Other duties, as assigned.

CORE ORGANIZATIONAL COMPETENCIES

Teamwork: Demonstrates respect and achieves cooperative relationships in fulfilling the vision and mission of MetaStar.

Communication: Demonstrates good interpersonal skills with all whom they interact. All communications, verbal and written, should demonstrate a commitment to customer service and excellence. Effectively sends, receives, and responds to requests while maintaining a high level of confidentiality.

Initiative: Committed to and performs quality work contributing to the vision and mission of MetaStar. Assumes responsibility and accountability for his/her actions. Meets the challenges of a changing environment, is timely in meeting job responsibilities and strives to provide excellent customer service. Values accomplishments and shows enthusiasm and pride in the organization. Demonstrates a self-directed work effort. Develops goals for professional growth and strives to achieve those goals.

Customer Service: Demonstrates a commitment to courteous, sincere, and sensitive customer service. Presents a positive and caring attitude in all interactions. Is patient, tolerant, accepts diversity and presents a positive image of themselves and MetaStar in all personal and telephone interactions.

Quality Improvement: Demonstrates a commitment to quality and excellence. Solves problems through critical evaluation of data-based information and continuous improvement efforts. Can accurately identify and diagnose issues, identify alternatives, implement a plan, evaluate and communicate results.

QUALIFICATIONS:

1. Background in Administration and Information Technology.
2. Criminal background check with acceptable results.
3. Quality Management experience.
4. Bachelor's degree in a related field.
5. Effective analytical and communication (oral and written) skills.
6. Valid driver's license for occasional day and overnight travel.

****MetaStar is an equal opportunity employer****

Interested parties should send their resume to jobs@metastar.com

or mail to: MetaStar, c/o HR, 2909 Landmark Place, Madison, WI 53713