

MANAGER OF QUALITY CLINICAL RESOURCE MANAGEMENT

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision of the Director, an incumbent of this class is responsible for assisting in the development, implementation, evaluation and supervision of assigned components of the hospital and medical staff quality improvement programs, clinical case management, regulatory affairs and discharge planning for the Quality Clinical Resource Management Division. Responsibilities include developing and implementing policies and operational practices and coordinating and promoting common activities of assigned components to ensure the delivery of high quality and fiscally responsible health care. Incumbents will direct and supervise the day to day operations of assigned areas to ensure optimum delivery of integrated services. This position is also responsible for developing operational procedures to integrate services, eliminate duplication and optimize resources. Supervision is exercised over professional and support staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Develops, recommends, and participates in the formulation of policies and procedures for assigned components of the Quality Clinical Resource Management Department and implements approved hospital policies;

Directs and manages day to day operations of specific components of the Quality Clinical Resource Management department;

Participates in the development of an annual plan for the activities of the Quality Clinical Resource Management Program, including quality improvement, utilization review, clinical case management and discharge planning in accordance with regulatory agency requirements and the organization's strategic plan;

Develops, implements and evaluates specified components of the Quality Clinical Resource Management Division to ensure efficient utilization of resources;

Works with clinical case management staff to develop innovative programs and procedures for the most effective utilization of resources while maximizing revenue;

Participates in the development of a hospital-wide disease management program in collaboration with other key departmental representatives;

Works collaboratively with the healthcare team to implement proactive discharge planning;

Identifies and makes recommendations to process improvement, performance improvement, and outcome measures for the Medical Center to ensure hospital-wide compliance with regulatory agencies;

Lends technical assistance to physicians and other professional staff in the identification of opportunities and development and implementation of best practices for clinical use;

Manages, supervises and evaluates clinical case management staff and other professional support staff;

EXAMPLES OF WORK: (Cont'd)

Works with departmental directors in the reporting and screening of incidents and occurrences to determine the next appropriate level of reporting, follow up, documentation, and course of action;

Interprets and communicates hospital-wide policy to assigned clinical case management staff;

Conducts studies relative to specific quality, regulatory, or utilization issues;

Develops, implements, and monitors statistical reporting systems that generate data on resource utilization;

Prepares reports, and maintains adequate records and files on assigned activities;

Attends meetings, conferences, and seminars as required;

Uses computer applications such as spreadsheets, word processing, calendar, e-mail and database software;

Accessed protected health information (PHI) in accordance with departmental assignments and guidelines defining levels of access;

May perform other incidental tasks, as needed.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Thorough knowledge of quality assurance as it relates to utilization review, discharge planning, case management and medical care audits; thorough knowledge of the principles of health care administration; thorough knowledge of the New York State Public Health Law and Joint Commission on Accreditation of Healthcare standards for hospitals and nursing homes, and the New York State Education Law governing licensure and registration requirements for health care practitioners; thorough knowledge of hospital routine, organization and functions; thorough knowledge of the development, coordination, and delivery of medical services; good knowledge of the principles and practices of administrative supervision and decision making; good knowledge of hospital risk management issues; working knowledge of principles in developing clinical algorithms and pathways; ability to monitor and conduct analyses of hospital operating procedures, identify problems and critical factors, and develop methods for corrective action; ability to develop and maintain effective working relationships with physicians, hospital managers, and other health care professionals; ability to delegate responsibility effectively; ability to communicate effectively both orally and in writing; ability to organize, assemble, categorize and prepare data for reporting purposes; ability to plan and supervise the work of others; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; sound professional judgment; dependability; tact; discretion; integrity; resourcefulness; accuracy; initiative; physical condition commensurate with the requirements of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A Bachelor's Degree* in Hospital or Business Administration, Health or Nursing and six years of experience where the primary function of the position was administrative or managerial, including four years in a hospital or health care agency responsible for quality assurance, discharge planning or clinical care management.

SUBSTITUTION: Satisfactory completion of 30 credits toward a Master's Degree* may be substituted on a year for year basis for up to two years of the above stated experience, exclusive of the specialized experience.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level in the minimum qualifications will be considered in evaluating experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Education Department as a post-secondary, degree-granting institution.