

## QUALITY IMPROVEMENT SPECIALIST

**Job Title:** Quality Improvement Specialist  
**Department:** Managed Care  
**Reports To:** Utilization Manager  
**FLSA Status:** Exempt/Hourly

### Summary of Position:

California Mental Health Services Authority, CaIMHSA, is a Joint Powers Authority (JPA) serving California's county-based Behavioral Health system of care. Our mission is to support counties in the service of the most vulnerable people living in the state.

Under the direction of the Utilization Manager, the Quality Improvement Specialist implements and monitors quality management activities, identifies and monitors key performance indicators/program requirements, analyzes and reports on various data indicators and implements and tracks quality improvement activities. Additionally, this position provides education and training and coordinates with healthcare professionals in the areas of quality improvement/quality assurance.

### Key Activities:

- Implement and monitor quality management activities and initiatives, including establishing key performance indicators, identifying system performance improvements and implementing/evaluating improvement activities as warranted.
- Collect, analyze and effectively present data related to quality and performance management activities.
- Develop/author policies and procedures to ensure appropriate implementation of updated regulatory guidance and contractual changes for MHPs and DMC-ODS Plans.
- Create and deliver training materials related to MHP and DMC-ODS contractual and regulatory requirements.
- Maintain required documentation regarding treatment activities and authorization actions and communicate actions as required.
- Maintain current understanding of the rules, regulations, policies, procedures, guidelines from governing bodies and assure compliance with state, federal, and

local requirements.

- Coordinate with relevant stakeholders including facilities, practitioners, and beneficiaries.
- Perform other duties as assigned.

#### **Required Education/Experience**

- Relevant clinical license including LCSW, LMFT, LPCC, or PhD in the state of California
- Minimum of 2 years of utilization management experience.
- Experience with county Mental Health Plan and Drug Medi-Cal - ODS utilization management highly preferred.

#### **Skills and Attributes**

- Ability to establish and meet deadlines
- Ability to multitask and organize multiple streams of work effectively; attention to detail and accuracy is required
- Effective written and oral communication skills; including an ability to synthesize information from a variety of sources
- Demonstrated sense of urgency, initiative, and responsiveness; proactive approach to work
- Must have strong interpersonal and communication skills - verbal and written
- Possess the interest and ability to work well with a multidisciplinary team to develop solutions to support CalMHSA's members
- Highly analytical approach to problem analysis and problem-solving
- The ability to read, understand and implement regulatory language
- Demonstrated ability to effectively collaborate with individuals with varying levels of technical skill

#### **Physical and Sensory Requirements:**

- Candidate must be able to sit for long periods of time to perform duties, move around, make inquiries from other staff, and management as needed.
- Must be able to bend or stoop down to access files, including lifting of items or objects up to 20lbs.

**Location:** Must work in the office located in Sacramento. CalMHSA employees must physically reside in the state of California.

