



Quality Assurance Manager

DESCRIPTION: Under the supervision of the Executive Director, the Quality Assurance Manager is responsible for assuring that services provided by MSSCA are in compliance with state and federal laws and regulations and the State of Alaska Senior and Disabilities' Conditions of Participation. This position will assure that services are consistent with the mission and values of MSSCA, as well as, evidenced based practices in the field of developmental disabilities. This position also serves as the agency Privacy Officer, who along with the Security Officer is responsible for assuring that the agency remains HIPAA compliant

The Quality Assurance Manager will perform the following essential responsibilities:

1. Conduct quality assurance activities and report findings to individual Department Managers and the MSSCA Management Team.
2. Monitor consumer documentation systems and Medicaid billing for accuracy and compliance with Medicaid regulations and Senior and Disability Services (SDS) Conditions of Participation.
3. Serve as Therap Provider Administrator.
4. Serve as the MSSCA Privacy 3Officer.
5. Compile and organize documentation needed for audits and provider certification, while serving as agency liaison with Senior and Disability Services and their contractors regarding Quality Assurance and HCBW matters.
6. Monitor overall service provision throughout MSSCA in accordance with our Corporate Compliance Plan, to identify areas of regulatory noncompliance, quality of life concerns and/or procedural irregularities that impact upon the quality of services.
7. Coordinate and analyze annual consumer satisfaction surveys and other program evaluation projects.
8. Recommend and participate in the development of program practices to ensure the health and welfare of consumers and other practices in compliance with CMS (Centers for Medicaid and Medicare Services) and Senior and Disabilities Services Conditions of Participation and regulations.
9. Participate as an active member of the Management Team.
10. Prepare and submit QA reports in a timely manner.
11. Supervise and coordinate the activities of the Documentation Specialist, Records Specialist, the Intake and Waiver Specialist, and the File Clerk.
12. Perform duties in a manner that promotes health and safety.
13. Assist with other agency responsibilities as mutually agreed.

HOURS OF WORK: Full-Time, 40 hours per week, Mon-Fri 9 am-5 pm, exempt position

EMPLOYMENT BENEFITS:

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|----------------------------|-----------------------------|----------------------------|
| Paid Vacation Leave | Paid Sick Leave | Paid Holidays |
| Personal Leave | Employee Assistance Program | Agency paid Life Insurance |
| Dental Insurance Available | Major Medical Insurance | Jury Duty/Funeral/ Leave |

MINIMUM QUALIFICATIONS:

- **Education:** Bachelor's degree in Developmental Disabilities, Special Education, Human Services, Social Work, Psychology, Health Care Compliance or a related field.

Applications, transfer requests and complete copies of the job description can be obtained at the main office: Mat-Su Services for Children and Adults, Inc., 1225 W. Spruce Avenue, Wasilla, AK 99654. You may also apply for the position from the employment tab on our website at www.mssca.org/apply.

Close Date: September 16th @ 1:00 pm

- **Experience and Skills:** Five years' experience in the field of Mental Health, Developmental Disabilities, or Education, two years' experience supervising/training direct service staff and overseeing Medicaid and/or Medicaid waiver services including record keeping. Must have a working knowledge of SDSs Service Principles and best practices in service delivery for people with intellectual and developmental disabilities.
- **Licensure, Certification, Registrations and pre-hire requirements:** A current TB test, valid Alaska driver's license with five (5) years driving experience, and proof of automobile insurance must be submitted prior to employment. Successful candidates must submit to a criminal background check as required by state regulation which includes providing one clear fingerprint card before hire. Candidate must also provide three verifiable references.
- **Pre-hire requirements:**
 - A current TB test.
 - Valid Alaska driver's license.
 - Recent three (3) year driving record and proof of automobile insurance must be submitted prior to employment.
 - Successful candidates must submit to a criminal background check as required by state regulation which includes providing 1 clear fingerprint card before hire.
 - Candidate must provide a minimum of three verifiable references.

MSSCA is an equal opportunity employer and we value diversity. All employment is decided on the basis of qualifications, merit and consumer need.

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Close Date: September 16th @ 1:00 pm

Mat-Su Services for Children and Adults

JOB TITLE: Quality Assurance Manager

EMPLOYMENT CLASSIFICATION: Exempt

DEPARTMENT: Quality Assurance

POSITION TYPE/HOURS OF WORK: This is a salaried position which is expected to work a minimum of 40 hours per week. Occasional evening and weekend work may be required as needed.

REPORTS TO: Executive Director

SUPERVISORY RESPONSIBILITIES: Records Specialist, Documentation Specialist, Intake and Waiver Specialist, and File Clerk.

Core Values: Person centered, Choice, Respect, Excellence, Advocacy, and Teamwork

Position Summary:

Under the supervision of the Executive Director, the Quality Assurance Manager is responsible for assuring that services provided by MSSCA are in compliance with state and federal laws and regulations and the State of Alaska Senior and Disabilities' Conditions of Participation. This position will assure that services are consistent with the mission and values of MSSCA, as well as, evidenced based practices in the field of developmental disabilities. This position also serves as the agency Privacy Officer, who along with the Security Officer is responsible for assuring that the agency remains HIPAA compliant.

Essential Responsibilities:

 The QA Manager will:

1. Conduct quality assurance activities and report findings to individual Department Managers and the MSSCA Management Team.
2. Monitor consumer documentation systems and Medicaid billing for accuracy and compliance with Medicaid regulations and Senior and Disability Services (SDS) Conditions of Participation.
3. Serve as Therap Provider Administrator.
4. Serve as the MSSCA Privacy Officer.
5. Compile and organize documentation needed for audits and provider certification, while serving as agency liaison with Senior and Disability Services and their contractors regarding Quality Assurance and HCBW matters.
6. Monitor overall service provision throughout MSSCA in accordance with our Corporate Compliance Plan, to identify areas of regulatory noncompliance, quality of life concerns and/or procedural irregularities that impact upon the quality of services.
7. Coordinate and analyze annual consumer satisfaction surveys and other program evaluation projects.
8. Recommend and participate in the development of program practices to ensure the health and welfare of consumers and other practices in compliance with CMS (Centers for Medicaid and Medicare Services) and Senior and Disabilities Services Conditions of Participation and regulations.
9. Participate as an active member of the Management Team.
10. Prepare and submit QA reports in a timely manner.
11. Supervise and coordinate the activities of the Documentation Specialist, Records Specialist, the Intake and Waiver Specialist, and the File Clerk.
12. Perform duties in a manner that promotes health and safety.
13. Assist with other agency responsibilities as mutually agreed.

Specific Duties:

1. Conduct quality assurance activities and report findings to individual Department Managers and the MSSCA Management Team:

- Review service documentation and critical incident reports (CIRs).
- Ensure that CIRs are submitted to SDS, Care Coordinators, and guardians.
- Oversee the development of reports related to consumer documentation.
- Conduct quarterly analysis of critical incidents and make recommendation for remediation, practice changes, training needs and any other improvements in service delivery.
- Conduct periodic site visits to observe service delivery.
- Receive consumer complaints and make recommendation to other departments for remediation and/or conciliation.
- Synthesize QA information into an annual quality improvement report.

2. Monitor consumer documentation systems and Medicaid billing for accuracy and compliance with Medicaid regulations and Senior and Disability Services (SDS)

Conditions of Participation:

- Review and compare billing with documentation for accuracy prior to submission.
- Oversee the organization of consumer records.
- Develop policies associated with consumer records.
- Maintain controls on protected health information to ensure it remains secure.
- Oversee ongoing file reviews to ensure compliance with state and federal regulations and conduct intermittent reviews.
- Oversee the monitoring of service notes and quality assurance requirements and conduct intermittent reviews.
- Review plans of care to ensure compliance with state and federal requirements.
- Provide training to agency staff on documentation requirements.
- Ensure that documentation is retained and archived in accordance with state and grantors retention requirements.
- Ensure that document destruction of archived records and maintenance of destruction logs are in accordance with state and Medicaid retention schedules.

3. Serve as Therap Provider Administrator:

- Enroll and discontinue users.
- Provide access to individual' files based on caseloads.
- Reconcile user access to individual files quarterly.
- Create service note templates.
- Review individual's served quarterly and discharge those no longer receiving services.
- Reset user passwords.
- Oversee the enrollment of individuals and timely creation of individualized service note templates.

4. Serve as the MSSCA Privacy Officer:

- Develop, update, promote and enforce policies and practices to assure MSSCA operates in compliance with HIPAA Privacy and Security regulations.
- Collaborate with the MSSCA Security Officer and Information Technology to conduct risk analysis.
- Conduct follow up to privacy incidents and potential breaches by conducting an analysis of each incident.

- Establish training guidelines for employees and associates.
 - Enforce the Sanctions Policy and retraining of employees.
 - Maintain records.
 - Manage employee accounts in the Direct Secure Messaging system.
- 5. Compile and organize documentation needed for audits and provider certification, while serving as agency liaison with Senior and Disability Services and their contractors regarding Quality Assurance and HCBW matters:**
- Receive and track documentation and correspondence from the State and collaborate with finance staff and the service delivery team for documentation.
 - Participate in trainings offered by SDS and communicate information and procedural updates to agency staff.
 - Coordinate and develop MSSCA's Medicaid certification documentation with SDS.
 - Respond to requests for documentation from SDS and contracted auditors within the designated timelines.
- 6. Monitor overall service provision throughout MSSCA in accordance with our Corporate Compliance Plan, to identify areas of regulatory noncompliance, quality of life concerns and/or procedural irregularities that impact upon the quality of services:**
- Develop and implement compliance policies and procedures.
 - Conduct internal audits to monitor effectiveness of compliance standards.
 - Report directly to the Executive Director and the Compliance committee concerning compliance activities at least quarterly or more frequently as deemed necessary.
 - Update the Compliance Plan as changes occur within the agency and/or in the laws and regulations or governmental and third party payer program requirements.
 - In cooperation and coordination with HR;
 - Develop and direct programs that educate and train MSSCA workforce members concerning our Compliance Program.
 - Ensure that all employees have clearance to work through the Alaska Background Check Program.
 - Maintain a reporting system (hotline) and respond to concerns, complaints and questions related to the Compliance Plan.
 - Promptly report any apparent intentional violation of any state or federal law or regulation by any workforce member to the Executive Director.
 - Investigate and act on issues related to compliance.
 - Coordinate internal investigations and work with the Executive Director to implement corrective action.
 - Serve as a member of the Corporate Compliance Committee.
- 7. Coordinate and analyze annual consumer satisfaction surveys and other program evaluation projects:**
- Create and update the consumer satisfaction tool.
 - Determine the most appropriate method for conducting the survey and conduct it annually.
 - Analyze results and report findings to the Management team and Board of Directors.

- Develop program recommendations based on the survey responses.
- 8. Recommend and participate in the development of program practices to ensure the health and welfare of consumers and other practices in compliance with CMS (Centers for Medicaid and Medicare Services) and Senior and Disabilities Services Conditions of Participation and regulations:**
- Develop and promote practices to assure the agency meets reporting requirements for incident reporting and reports of abuse/neglect to appropriate state agencies.
 - Determine which incidents need follow up with SDS, OCS, APS, etc.
 - Review and/or develop policies and practices to ensure MSSCA meets state and federal regulations, e.g. HIPAA, Settings Rule, Corporate Compliance, etc.
 - Participate in consumer planning meetings as requested, i.e. positive behavioral support plans, service plans, etc.
 - Provide support and leadership to all agency employees regarding QA.
- 9. Participate as an active member of the MSSCA Management Team:**
- Develop and maintain written procedures for all components of the QA Department.
 - Maintain the Quality Assurance Manager Desk Manual with components from all positions supervised.
 - Participate as an active member of the MSSCA Management Team, Policies Practices & Guideline Committee, Supervisor Meetings, and other teams/committees as necessary and complete committee tasks in a timely manner.
 - Participate in a monthly meeting with the Executive Director to ensure she is kept up-to-date on department projects, successes and challenges.
- 10. Prepare and submit QA reports in a timely manner:**
- Prepare monthly department report to ED by first Friday of each month.
 - Prepare report for Annual Board Spotlight
 - Prepare Quality Improvement reports submitted quarterly to Management team.
 - Prepare Annual Quality Improvement report submitted to Management team and Board of Directors.
 - Compile all information for Medicaid Re-Certification applications.
- 11. Supervise and coordinate the activities of the Documentation Specialist, Records Specialist, Intake and Waiver Specialist, and the File Clerk.**
- Create, prioritize, and operationalize department tasks and goals.
 - Supervise staff in accordance with policies, procedures and applicable laws, including planning, assigning, directing work, rewarding, disciplining and addressing challenges.
 - Provide information to department staff about agency direction and priorities.
 - Review staff performance annually, coordinating training, and monitoring daily job assignments.
 - Maintain current job descriptions for all QA department positions.
- 12. Perform duties in a manner that promotes health and safety.**
- Maintain a constant level of alertness to be able act safely on behalf of yourself, consumers, and co-workers.

13. Assist with other agency responsibilities as mutually agreed:

- Assist with special projects (e.g., mailings, grants, audits, special events, etc).

Job Relations/Professional Interactions/Communication:

- Adhere to and perform duties in accordance with agency policies, procedures, mission, and core values.
- Maintain professional, ethical, and courteous communication with consumers, parents, guardians, community agencies, businesses, all MSSCA employees and Board Members, and the general public.
- Demonstrate teamwork by supporting and assisting team members as necessary.
- Use people first language in interactions with staff and consumers.
- Maintain consumer and employee confidentiality at all times.
- Participate in Quality Assurance Department meetings and other agency meetings and committees as requested or scheduled.

Minimum Qualifications:

- **Education:** Bachelor's degree in Developmental Disabilities, Special Education, Human Services, Social Work, Psychology, Health Care Compliance or a related field.
- **Experience and Skills:** Five years' experience in the field of Mental Health, Developmental Disabilities, or Education, two years' experience supervising/training direct service staff and overseeing Medicaid and/or Medicaid waiver services including record keeping. Must have a working knowledge of SDSs Service Principles and best practices in service delivery for people with intellectual and developmental disabilities.
- **Licensure, Certification, Registrations:** A current TB test, valid Alaska driver's license with two (2) years driving experience, and proof of automobile insurance must be submitted prior to employment. Successful candidates must submit to a criminal background check as required by state regulation which includes providing one clear fingerprint card before hire. The candidate must also provide at three verifiable references before hire.

Beneficial additional qualifications:

- Master's degree in Developmental Disabilities, Special Education, Human Services, Social Work, Psychology, Health Care Compliance or a related field.

Ongoing Requirements: Attend all required trainings and maintain all certifications required for this position.

Required trainings provided by MSSCA:

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| • Welcome to MSSCA new hire orientation | • Body Mechanics |
| • HIPAA (annually) | • Mandatory Reporting Requirements |
| • Driver Safety (every 3 years) | • Employee Safety |
| • Connecting to MSSCA | • Anti-Harassment & Diversity |
| • Assisting with Medications | • Provider Tools & Rules |
| • Documentation Training | • Therap Training |
| • Blood Bourne Pathogens (annually) | • CPR for Adults and Children (every 2 years) |
| • First Aid (every 2 years) | • Mandt Day 1 (annually) |
| • Building Security and Alarm Training | • IT Security Awareness (annually) |
| • Required CDS core curriculum courses. | • Intermediate Computer |
| | • Critical Incident Reporting (every 2 years) |

Driving to and from meetings, trainings and other locations.

- Maintain Alaska Driver's license.
- Maintain an acceptable driving record according to MSSCA standards.
- Operate personal vehicle in use for agency business in a safe manner and in accordance with Alaska State law and agency policies and practices.
- Report any driving violations within 24 hours to supervisor, whether or not the violation is work related.
- Maintain State of Alaska motor vehicle insurance policy requirements, on motor vehicle used to perform job duties and maintain a current copy on file with MSSCA Human Resources department.

Other requirements:

- **Interpersonal:** Ability to interact with management, supervisors, staff, consumers, families, and State of Alaska personnel in a courteous and respectful manner. Must possess exceptional listening skills. Must be able to take direction from supervisor and follow through with requests.
- **Attendance:** Must be able to consistently and punctually report to work as scheduled. Must be able to consistently work the full scheduled hours necessary, as defined by the supervisor, to perform the primary functions of the position.
- **Physical:** Must be able to operate a variety of office equipment/machinery. Must be able to input large amounts of data into computer systems. This involves sitting for extended periods of time and repetitive motion of the fingers, wrists, elbows and shoulder. Must be able to physically operate standard office equipment and be able to perform various lifting tasks, including extensive paper records management.
- **Emotional:** Must maintain appropriate professional and ethical boundaries when dealing with any work, health, safety, medical or personal issues. Must recognize limitations, provide services only within area of competency and utilize appropriate referral resources. Must be able to maintain a professional public demeanor, even under stressful circumstances and when dealing with individuals in crisis.
- **Sensory:** Must possess typical or corrected vision, hearing, and sense of touch. Must possess typical or corrected vision that allows for reading handwriting of varying legibility and reading from computer screens. Must be able to recognize various individuals. Must be able to articulate clearly when communicating verbally. Sense of hearing must allow for effective communication with a wide variety of individuals, including those who have strong accents or difficulty articulating clearly.
- **Cognitive:** Must possess the ability to read and follow written instructions, understand and clarify verbal instructions, write legibly, and organize and synthesize information into coherent reports, as well as, possess problem solving skills. Must possess the ability to read and follow written instructions, understand and clarify verbal instructions, and effectively document and relay recipient information. Must possess problem solving skills.
- **Language:** Must possess the ability to communicate clearly and effectively, both orally and in writing, with a diverse range of people.
- **Math and computer skills:** Must be able to perform simple math functions (add, subtract, multiply and divide). Must also be able to retrieve, organize and analyze data in an effective and meaningful way. Must be able to effectively use a wide variety of computer software programs including word-processing, spreadsheets and databases.

Work Environment:

- **Environment:** Much of the work will be performed in an office environment with florescent lighting and minimal opportunities for exposure to natural lighting throughout the workday.

Moderate exposure to food/cooking odors. Dense staff population often requires sharing workspaces with minimal personal space and noticeable exposure to conversations and other distractions. Field work (home visits) will include exposure to a variety home environments. Driving with various road conditions will be required with exposure to a variety of temperatures and walking surfaces.

- **Hazards:** Exposure to repetitive motion during data entry requires a high level of compliance with best practices of ergonomics, body mechanics and suggested breaks. Possible exposure to allergens, such as residue of smoke or pet dander, during home visits. May have exposure to blood and body fluids; during the occasional performance of 1st aid or CPR. This position may require de-escalating verbally or physically aggressive individuals, according to identified procedures. Unpredictable employee interactions are also possible.

Disclaimer: This job description reflects the agency’s best effort to describe the essential functions and qualifications of the job described. It is not an exhaustive statement of all the duties, responsibilities, or qualifications of the job. This document is not intended to exclude an opportunity for modifications consistent with providing reasonable accommodation. This is not intended to be a contract of employment. Your signature indicates you have read the job description and understand the essential functions and qualifications of the job.

Print Name: _____

Employee Signature: _____ **Date:** _____

Prepared by: Melissa Muldoon

Approved by: John Cannon **Date:** 9/03/09

Reviewed and revised: 12/20/12, 3/5/16, 3/16/16, 3/17/17, 4/18/18, 6/10/20, 7/29/20