

OPTIMAL CARE, INC.

V.13a QUALITY ASSURANCE SPECIALIST

Revised 9/27/12

Responsible to

Administrator
Director of Nursing
Clinical Manager

Directly Supervises and Evaluates

As directed administrative assistants

Description

Reviews clinician documentation for accuracy. Communicates regularly with clinical staff and provides ongoing education. Assists the Chief Operational Officer, Chief Clinical Officer and or Director of Quality Improvement in implementing agency's Quality Assurance and Improvement Programs.

JOB DUTIES/KNOWLEDGE

1. Monitors client clinical records concurrently and retrospectively, utilizing established outcome criteria (i.e., plan of care, goal, and objectives).
2. Assists clinicians in accurate coding, OASIS, and other required documentation completion.
3. Assists with orientation of new staff as necessary.
4. Organizes and/or participates in scheduled staff meetings and in-service education, client care conferences as needed.
5. Support the CCO/COO with process development and oversight.
6. Act as leader to provide direction to administrative assistants to ensure quality oversight of office functions.
7. Other duties as assigned by the Director of Quality Improvement / Chief Clinical Officer and/or Chief Operational Officer.
8. QA specialists with a license to practice as a registered nurse will:
 - a. Act as a clinical and regulatory resource to the Chief Clinical Officer, Director of Nursing and Administrator, Agency personnel, and the Performance Improvement Committee.
 - b. Maintain clinical skills and function in the field as a field clinician and support the on-call clinician.
 - c. Acts as supervisor on call as necessary.
 - d. Serves as back up in the absence of the Director of Quality Improvement.

JOB PERFORMANCE

Demonstrates initiative and skills in planning and organizing work

1. Demonstrates a desire to set and meet objectives and to find increasingly efficient ways to perform tasks.
2. Completes work, care and documentation with accuracy and within agency time frames.
3. Requires minimal supervision and is self-directed.

MISSION/AGENCY STANDARDS

Demonstrates organizational awareness and commitment

1. Understands and appropriately applies chain of command in relation to job position and supervision.
2. Knows and understands agency mission in relation to own job position.

Observes confidentiality policy at all times

1. Protects and honors customer and coworker confidentiality.
2. Respects customers' and coworkers' right to privacy.

Observes attendance and attire policies

1. Meets attendance and punctuality expectations.
2. Demonstrates cooperation with scheduling requests to meet agency needs.
3. Consistently adheres to agency dress code.

Complies with all other related policies, procedures and requests

1. Recommends and/or supports changes to policies and procedures.
2. Demonstrates knowledge of policies and procedures applicable to own job position.
3. Adheres to policies and procedures. Honors requests of management for interim rules.

Conserves agency resources

1. Maintains agency property, supplies and equipment in a manner that demonstrates ownership and accountability.
2. Maintains the work area to reduce the likelihood of safety hazards, to maintain its orderly appearance, and to comply with HIPPA regulations.

COMMUNICATION SKILLS

Demonstrates interpersonal understanding and utilizes effective communication skills.

1. Considers effects of words and actions on others.
2. Utilizes listening skills that indicate understanding and promotes accurate interpretation of others' concerns, motivations and feeling.
3. Recognizes the influence of beliefs and cultures on behaviors and accepts strengths and limitations in others.
4. Works toward resolution of interpersonal conflicts as they arise.
5. Recognizes when others are in need of information, assistance or direction and consistently offers and provides help.
6. Attends and participates positively in meetings
7. Regularly reads and appropriately applies information to practice.
8. Uses words that express respect, patience and understanding in interactions with others.
9. Acknowledges others verbally and nonverbally (eye contact, expression, tone of voice) promptly and courteously.
10. Follows appropriate phone etiquette.

Exhibits behaviors of cooperation

1. Develops cooperation and collaborative work efforts that generally benefit all involved parties.
2. Demonstrates the initiative to meet the needs of the agency by assisting coworkers when work load permits.

PERSONAL/PROFESSIONAL DEVELOPMENT

Continuing education and personal/professional development responsibilities

1. Maintains personal health status requirements in relation to job position.
2. Maintains professional licensure/certification if applicable.
3. Maintains current personnel file information and provides changes/updates to agency in timely manner.
4. Sets own development challenges and volunteers to learn.
5. Adheres to agency infection control and safety policies, including education, reporting, and practice implementation specific to job position.
6. Attends agency provided in-service programs to fulfill requirements of position and agency policies.

Exhibits adaptability, flexibility, self-control and maturity in work and behavior

1. Maintains stable performance and emotions when faced with oppositions, pressure and/or stressful conditions.
2. Recognizes codependency issues in care giving roles and exercises caution in relationships to maintain objectivity.
3. Develops work relationships that honor and respect others' strengths and abilities.

PROBLEM SOLVING

Exhibits critical thinking and applies skills for continuous improvement of services and the agency

1. Uses own knowledge and experience base and other resources as necessary to make logical decisions and solve problems.
2. Continuously analyzes work processes and makes suggestions for improvement.

QUALIFICATIONS

1. Minimum requirement is specialty certification in coding, OASIS or similar, degree in health related field preferred.
2. Training or experience beyond a traditional education in home health care, coding, quality assurance, case management or leadership.

DEGREE OF TRAVEL

Moderate degree of travel for supervision of staff, public relations and marketing travel, and visits to branches as developed. Must have reliable transportation and agency-required liability insurance.

DEGREE OF DISRUPTION TO ROUTINE, OVERTIME

Disruption of routine is to be expected frequently. Occasional overtime is required.

SAFETY HAZARDS IN JOB

High level of stress; possibility of auto accident. Eye and position strain from work on the computer.

JOB TITLE: OA Specialist

PHYSICAL DEMANDS	NEVER	OCCASIONALLY	FREQUENTLY	CONTINUALLY
Sit				X
Stand		X		
Walk		X		
Bend/Stoop		X		
Squat		X		
Crawl		X		
Climb		X		
Reach Above Shoulder Level		X		
Kneel		X		
Balance		X		
Lift, Carry, Push, Pull				
Maximum 10 Lbs.		X		
Maximum 20 Lbs.		X		
Maximum 50 Lbs.		X		
Maximum Over 50 Lbs.	X			
Must Be Able To				
See				X
Hear				X
Speak				X
Use One Hand		X		
Use Both Hands		X		

Environmental Conditions	NEVER	OCCASIONALLY	FREQUENTLY	CONTINUALLY
Involves Being				
Inside				X
Outside		X		
Exposed to Temperatures of				
32 degrees F and less		X		
100 degrees F and more		X		
Wet & Humid Conditions		X		
Noise, Vibration		X		
Fumes, Dust		X		

Hazards, Exposure	NEVER	OCCASIONALLY	FREQUENTLY	CONTINUALLY
Infectious Wastes		X		
Toxic Chemicals		X		
Needles/Body Fluids		X		
Radiation	X			
Chemotherapeutics	X			

Occasionally = 1% to 33% of the time Frequently = 34% to 66% of the time Continually = 67% to 100% of the time