

JOB DESCRIPTION: Director of Quality Improvement**EXEMPT/NON-EXEMPT:** Exempt**EMPLOYMENT CATEGORY:** At-will, office administration**FULL-TIME/PART-TIME:** Regular Full-Time**POSITION HIRED BY:** Chief Operating Officer**SUPERVISOR:** Chief Operating Officer**MANAGEMENT RESPONSIBILITIES:** Personnel – Yes, Resources - Yes

POSITION OVERVIEW: Under the supervision of the [Chief Operating Officer](#), the [Director of Quality Improvement for Lakeshore Regional Entity \(LRE\)](#) is a key position with primary responsibilities for the ongoing development, implementation, and monitoring of the Quality Assessment and Performance Improvement Plan (QAPIP) and performance improvement projects for the Prepaid Inpatient Health Plan (PIHP), as well as provide support and oversight for Prepaid Inpatient Health Program (PIHP) through the infusion of day-to-day quality improvement methods in the work environment. This position may also provide other administrative services including serving as LRE representative at the State Quality Improvement Council meetings and State Compliance meetings. The Director of Quality Improvement position maintains processes and procedures for information collection and reporting for the PIHP and its member Community Mental Health Service Programs (CMHSPs), monitors information for quality against internal and external standards, ensures production of standardized reports to meet contractual obligations, and adheres to Federal/State Regulations. The position provides assistance to all officers of the organization in supporting analysis to identify patterns and trends in care, participates in external quality reviews, and ensures compliance with legal and contractual obligations. This position is responsible for supervision and oversight of the Home-and- Community Based Transition Project on behalf of the Lakeshore Regional Entity (LRE), including assuring coordination with member agencies and the Michigan Department of Health and Human Services (MDHHS).

QUALIFICATIONS

MINIMUM QUALIFICATIONS

- Bachelor's degree in Business, Psychology, Public and/or Health Administration, Social Work, or a related field.
- 3 years working experience in a quality improvement capacity in the healthcare field: Knowledge of the principles and practices of continuous quality improvement through accreditation and other quality measures for behavioral health.
- Knowledge of appropriate MDHHS rules, regulations, and standards relating to quality improvement.
- Knowledge of methods and techniques of research, statistical analysis, and report presentation; and
- Flexibility to meet obligations outside of normal business hours.

PREFERRED QUALIFICATIONS

- Master's degree in Business Administration, Psychology, Public or Health Administration, Social Work, Counseling, or related degree
- Experience in and use of data analytics and population health for the purpose of performance

improvement.

- Experience in a Michigan Community Mental Health Services Program or a Pre-Paid Inpatient Health Plan.
- Knowledge of managed care compliance requirements.
- Experience in a Community Mental Health Services Program and/or other behavioral healthcare systems or providers
- Knowledge of managed care compliance requirements.

REQUIRED SKILLS & ABILITIES

- Excellent organizational skills
- Good interpersonal and human relations skills
- Effective verbal and written communication skills
- Ability to use a personal computer (PC) for administration and communication including Microsoft Office
- Ability to use, and accessibility to, cellular telecommunication
- Access to reliable transportation

POSITION REQUIREMENTS

- Responsible for development, implementation, and monitoring of the LRE Quality Assessment and Performance Improvement Plan (QAPI) and Performance Improvement Projects
- Provide routine reports, not less than semi-annually that evaluate the effectiveness of the LRE quality assessment and performance improvement plan.
- Responsible for the collection, analysis, and reporting on the Michigan Mission Based Performance Indicators (MMBPIS) to MDHHS, regional ROATS and LRE staff; monitors LRE and Provider related corrective action plans as required.
- Responsible for the preparation, monitoring and reporting of LRE's Performance Improvement Projects; monitors LRE and Provider related corrective action plans as required.
- Responsible for the aggregation, monitoring and reporting of the regions Behavioral Treatment Plan Review Committees; monitors LRE and Provider related corrective action plans as required.
- Responsible for the aggregation, monitoring and reporting of the region's critical incidents; monitors LRE and Provider related corrective action plans as required.
- Responsible for the coordination and preparation of external audits (MDHHS Compliance, HSAG EQR, etc.), including the completion of any required plans of correction and implementation and monitoring of corrective action.
- Act as an information conduit between MDHHS, LRE and CMHSP regarding regional programs processes
- Provide oversight of efforts to maintain compliance with federal and state regulations and contractual obligations for all programs overseen.
- Recommend policies, procedures, and workflow necessary to effectively manage programs overseen.
- Understand and interpret policies and requirements for programs overseen.
- Participate in the implementation of new or improved programs based on diverse consumer needs

- Responsible for the coordination of MDHHS site review of BHT and waiver services; assure remediation of all MDHHS site review citations
- Participate in regional quality improvement activities including audits, quality improvement initiatives, Medicaid verification, and site reviews to meet contractual obligations
- In collaboration with the COO, ensures timely and accurate reporting to meet all contractual obligations of the PIHP.
- Represent the LRE and participate in diverse regional planning efforts internally and with MDHHS.
- Supervise staff, provide supervision and leadership as required
- Work on special projects or committees as assigned
- Attend conferences and trainings as needed
- Represent the LRE in the community in a professional and collaborative manner
- Supports the principles of recovery for the populations served within the LRE region to improve health and wellness, live self-directed lives, and individual achievement of one's full potential
- Perform other duties as assigned

COMPENSATION

This is a Regular Full-Time Exempt position, with additional benefits. Hybrid work environment may be negotiated. Minimum hours will be 40 per week. The schedule will be set in conjunction with the needs of the organization and under the direction of the Chief Operating Officer.

ENVIRONMENT & SAFETY

MINIMUM PHYSICAL REQUIREMENTS

- Exerts/lifts up to 25 pounds occasionally and/or up to 15 pounds frequently and/or up to 10 pounds constantly to move objects
- Ability to frequently bend, stoop and kneel
- Ability to sit for extended periods of time
- Ability to travel offsite for various meetings, activities, and events
- Ability to use computer, telephone, copy machine and various office equipment.
- Ability to properly use PPE

WORK ENVIRONMENT

- Normal office environment/Hybrid work environment
- Frequent local travel by automobile
- Work occurs in a variety of settings including but not limited to normal office settings, day programs sites, and AFC's
- Flexibility in hours of work and work locations
- Occasional work during non-business hours
- Occasional in-state travel

The LRE is committed to protecting the privacy of its consumers and shall strictly govern the disclosure of any consumer information to anyone other than a staff/agent or staff member involved in the care and treatment of that consumer. Staff/agents shall also comply with the LRE Confidentiality Policy, the Michigan Mental Health Code as well as the HIPAA Privacy requirements and all applicable regulations.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

My signature below affirms that I have reviewed the job description and agree that it accurately reflects the scope of the position for which I am responsible. Signatures on this document do not constitute nor imply a contract for employment and merely reflect that the contents of this position description are understood by the parties.

Changes made effective Month XX, 2025, are agreed and understood by:

Employee's Signature	Employee's Name (print)
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Employee's Title	Date
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Supervisor's Signature	Supervisor's Name (print)
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Supervisor's Title	Date
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CEO's Signature	CEO's Name (print)
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<u>Chief Executive Officer</u>	
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CEO Title	Date
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HR Representative's Signature	HR Representative's Name (print)
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HR Representative's Title	Date
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