

Clinical Quality Improvement Manager (RN)

Full-time position with generous benefits	Northern California Residents: Some telecommuting along with site visits as necessary	Position is not eligible for sponsorship
--	--	---

Exceptional focus, attention to detail and grace under pressure. These are the qualities that will make a successful Clinical Manager for our Quality Improvement Department. The [Health Plan of San Mateo \(HPSM\)](#), founded in 1987, is a county organized health system (COHS) that manages over 165,000 members' health care, including all of our community's Medi-Cal eligible residents.

Position overview

- Manage the daily clinical operations of the department including: Facility Site Review (FSR), Physical Accessibility Review (PAR), Potential Quality of Care Issues (PQI), HEDIS medical record retrieval and abstraction, and implementing corrective action steps as necessary.
- Develop policies and procedures to ensure contractual adherence.
- Design, implement and evaluate performance Improvement programs.

Key skills

- Excellent written and oral communication skills.
- Skill to evaluate and interpret quality data.
- Strong skills in collaboration and cross-departmental problem solving.

Requirements

These are the qualifications typically needed to succeed in this position. However, you don't need to meet every requirement to apply.

Education and Experience

- Three (3) years of work experience in a health care or managed care environment with responsibility for researching, analyzing, planning, evaluating, or coordinating projects.
- Three (3) years of supervisory or management experience.
- Bachelor's degree in Health Administration, Public Health, Nursing, or related field; or equivalent experience, training, or coursework.

Licenses and Certifications

- Active California Registered Nurse License without restrictions.
- Certification as a state FSR Master Trainer preferred.
- DHCS certified site reviewer preferred.

Knowledge of:

- Advanced working knowledge of HEDIS specifications.
- Medicare and Medi-Cal regulatory programs.
- Strong understanding of Quality Improvement Methodologies.
- Supervisory principles and practices.
- Computer applications, including proficiency in Microsoft Office Suite.

Ability to:

- Work productively as part of a professional team as well as independently.
- Lead and collaborate effectively with employees and cross-departmentally.
- Think creatively and work strategically.

Salary and benefits

The starting salary range depends on the candidate's work experience.

Excellent benefits package includes:

- HPSM-paid premiums for employee's medical, dental and vision coverage (employee pays 10% of each dependent's premiums)
- Fully paid life, AD&D and LTD insurance
- Retirement plan (HPSM contributes amount equivalent of 10% of annual salary)
- 13 paid holidays a year; 12 paid sick days a year; paid vacation starting at 16 days a year
- Tuition reimbursement plan
- Employee wellness program

To apply submit a resume and cover letter with salary expectations to careers@hpsm.org. Submissions without a cover letter and salary expectations may not be considered.

Health Plan of San Mateo (HPSM) is a local County-funded nonprofit manages the health care for over 165,000 low-income people San Mateo County, including all its Medi-Cal eligible residents. HPSM is proud to be an Equal Opportunity Employer and an affirmative action employer. We are committed to equal employment opportunity regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, citizenship, marital status, disability, gender identity or Veteran status.