

Program Manager, Health Outcomes

Only open to candidates residing in California	Opportunity to make a difference in your community	Position not eligible for sponsorship
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Under the leadership of the Director of Quality Improvement (QI), the QI Program Manager, Health Outcomes is responsible for measuring and evaluating the quality of care provided to HPSM members. The QI Program Manager provides operational management of clinical quality evaluation programs and quality improvement initiatives, with focus on Health Effectiveness Data Information Set (HEDIS) and Managed Care Accountability Set (MCAS) reporting, NCQA accreditation and CMS STAR performance.

Position overview

- Manage program(s) from initiation through delivery and monitor for continuous improvement
- Coordinate project plan, team, vendors and resources for HEDIS, MCAS, Consumer Assessment of Healthcare Providers and Systems (CAHPS) and Health Outcomes Survey (HOS) submission to NCQA and regulatory agencies.
- Oversee and ensure HEDIS data accuracy and reporting, including investigations, auditing, and improvement opportunities. Collaborate with internal and external stakeholders to ensure HEDIS and CAHPS initiatives are fully integrated throughout the organization, maximizing opportunity to improve outcomes for members.
- Provide comprehensive analysis of applicable HEDIS, MCAS, HOS and CAHPS measures, barriers, and opportunities and present results of improvement efforts and ongoing performance measures to stakeholders.
- Design, run, and manage the data review process to ensure accuracy and integrity of data reports to meet regulatory and operational requirements. Evaluate sources for alternative data capture. Facilitate new data source acquisition and integration.
- Coordinate data pulls and ongoing data management for HEDIS and QI project management databases for identified QI projects with department staff. Assess ongoing methodology and results.
- Serve as primary point person and relationship liaison with external partners and vendors for assigned programs, leading ongoing vendor management activities/meetings for the QI department as needed
- Develop methods, techniques, and evaluation criterion for obtaining results.
- Plan, execute, and evaluate program initiatives to improve performance. Deliver results to a wide range of audiences.
- Utilize robust key performance indicator dashboards to reflect impact of programs.
- Facilitate and coordinate project stakeholders and owners to achieve deliverables in a timely manner.
- Effectively manage and communicate project updates, changes, risks, and tasks among the internal and external project teams.
- Appropriately escalate concerns to supervisor while holding stakeholders accountable.
- Engage in critical thinking and creative problem solving, appropriately pivoting program priorities to meet business needs.
- Continuously align program goals with departmental and organizational goals.
- Collaborates with staff from across the organization to research specific issues as necessary to develop and analyze solutions and make policy or programmatic recommendations to address operational issues.

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

- Bachelor's degree in health care or related field experience required.
- Bachelor's Degree in Business Administration, Public Health, Health Care Management, or Public Policy required. MBA, MPH, MHA or MPP preferred.
- Minimum three (3) years of project/program management experience required.

- Experience with quality improvement/process improvement techniques required.
- Project Management Professional (PMP) or Certified Professional in Healthcare Quality (CPHQ) preferred.
- Medicare and/or Medicaid managed care exposure strongly preferred
- Previous experience in HEDIS reporting preferred.

Knowledge of:

- Personal computers and proficiency in Microsoft Office Suite applications, including Outlook, Word, Excel, Access, and PowerPoint.
- Principles, practices, and trends of project management.
- Change management, process improvement and redesign.
- Application of statistical methods to manage analysis.
- Quantitative and qualitative research and evaluation methods.
- Principles and methods of continuous quality improvement strategies.
- Strong knowledge of HEDIS reporting (strongly preferred).
- Strong knowledge of CMS STAR ratings (preferred).
- The concepts of managed health care.

Ability to:

- Work cooperatively with others.
- Work as part of a team and support team decisions.
- Communicate effectively, both verbally and in writing.
- Adapt to changes in requirements/priorities for daily and specialized tasks
- Gather, interpret, analyze, evaluate and present a variety of management analysis data.
- Perform complex data analysis using Excel.
- Evaluate information and reach valid conclusions; define problem areas.
- Prepare reports supporting recommendations in a clear and logical format.
- Manage multiple projects simultaneously.
- Initiate, plan and complete work assignments with minimum supervision.
- Work effectively as part of a team across organizational structure.
- Adapt to changes in requirements/priorities for daily and specialized tasks.
- Think critically and make informed decisions.

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 equivalent of 10% of annual compensation)
- 12 paid holidays a year, 12 paid sick days a year and paid vacation starting at 16 days a year
- Tuition reimbursement plan
- Employee wellness program

To apply, submit a resume to careers@hpsm.org.

Health Plan of San Mateo (HPSM) is a local County-funded nonprofit manages the health care for over 140,000 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.