

## Quality Improvement Program Specialist

<b>Work on a fun and collaborative team</b>	<b>Opportunity to make a difference in your community</b>	<b>Telecommuting option for candidates in California</b>
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The [Health Plan of San Mateo \(HPSM\)](#) seeks a full time Quality Improvement Specialist who works within the Quality Improvement Team to plan, organize, facilitate, and lead quality improvement projects. The QI Program Specialist skillfully uses techniques of system design, project management, continuous quality improvement, outcomes measurement, and data analysis to support development, implementation, oversight and evaluation of QI initiatives and programs. Key areas of focus for improvement efforts may include but are not limited to Healthcare Effectiveness and Data Information Set (HEDIS) performance, National Committee for Quality Assurance (NCQA) standards, member experience & health outcomes (CAHPS & HOS surveys).

### Position overview

- Complete assigned Performance Improvement Projects (PIPs)/Quality Improvement Projects (QIPs) and Plan-Do-Study-Act (PDSA) Cycle submissions
- Create reports, detailing quality metrics and benchmarks, interventions descriptions quantitative and qualitative analysis, and evaluation for submission to NQCA, regulators and quality oversight committees.
- Conduct assessments and analysis of data related to quality improvement topics(s) to identify opportunities for improvement and inform intervention planning process. Make recommendations based on findings.
- Collaborate with other departments/functional units across the organization to perform barrier/root cause analysis and develop interventions to improve key quality indicators.
- Develop, implement, monitor, and evaluate interventions and improvement activities to increase quality performance as measured by nationally standardized benchmarks and definitions.
  - Lead intervention planning process and develop evaluations plans
  - Perform analysis to determine statistically significant trends in the data compared to industry standards, recognized benchmarks and baseline data.
  - Monitor and ensure the validity of data, utilize data systems to generate, manipulate and analyze data for all assigned topics.
  - Identify barriers and facilitators to performance improvement for assigned topics.
- Evaluate, monitor, and report on intervention status and effectiveness measures on regular basis, presenting summary findings to organizational committees, leadership, and the External Quality Review Organization (EQRO) as assigned.
- Create work plans as well as process documentation and workflows for intervention and performance improvement activities.

### 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 in Public Health, Health Education/Promotion, Epidemiology, or a related field preferred. Master of Public Health (MPH) or other advanced degree strongly preferred.
- Three (3) years of experience in healthcare quality improvement, healthcare delivery systems, project management or program development and evaluation. Experience with Medi-Cal and Medicare programs/members preferred.
- Project Management or Certified Professional in Healthcare Quality (CPHQ) preferred.

#### Knowledge of:

- Personal computers and proficiency in Microsoft Office Suite applications, including Outlook, Word, Excel, Access and PowerPoint.
- Thorough knowledge of the principles and methods of research methodology, statistical analysis and report design (preferred).
- HEDIS reporting (strong knowledge preferred).
- Medicare and Star ratings (strong knowledge preferred).
- Relational databases (strong understanding preferred).
- The concepts of managed health care.

**Ability to:**

- Manage projects
- Facilitate meetings
- Analyze data
- Communicate effectively, both verbally and in writing
- Personal computers and proficiency in Microsoft Office Suite applications, including Outlook, Word, Excel, Access and PowerPoint.
- Thorough knowledge of the principles and methods of research methodology, statistical analysis and report design (preferred).
- HEDIS reporting (strong knowledge preferred).
- Medicare and Star ratings (strong knowledge preferred).
- Relational databases (strong understanding preferred).
- The concepts of managed health care.

**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](mailto: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.