Position Title: Healthcare Quality Improvement Specialist

Reports To: Quality Manager
Status: Full-time, non-exempt

Position Summary:
This position is responsible for the day-to-day oversight of delegated entities and key vendor relationships as well as supporting the CO-OP Quality programs.

Duties and Responsibilities:
1. Maintain day-to-day oversight on critical functions of delegated entities
2. Supports Quality Manager on the CO-OP's NCQA accreditation
3. Supports Quality Manager on annual HEDIS program
4. Supports Quality Manager on quality programs
5. Responsible for weekly and monthly review of operational key performance indicators (KPI)
6. Supports quality program meeting preparation including the Quality Improvement Committee (QIC) and the Quality Board Committee (QBC)
7. Develops corrective action plans when deficiencies are identified, and documents follow-up to completion
8. Other duties as assigned

Physical Demands:

While performing the duties of this Job, the employee is regularly required to sit for extended periods of time and may be required to stand, walk and stoop. The employee may occasionally lift and/or move up to 10 pounds of office supplies. Expressing or exchanging ideas by means of the spoken word and requires the ability to receive detailed information through oral communication. Will be required to work for extended periods of time using a computer, keyboard and mouse.

Job Requirements:
1. Five years of healthcare experience, preferably with a health plan
2. Health plan experience with Quality, NCQA or HEDIS programs preferred
3. Experience with computer database applications
4. One year of project management experience, certification in project management preferred

Knowledge, skills and abilities:
1. Strong knowledge of healthcare operations
2. Experience working with health plan quality initiatives
3. Ability to work independently without direct supervision
4. Outstanding oral and written communication skills
5. Demonstrated adaptability and flexibility to new ideas, methodologies and creative alternatives
6. Strong organizational/project management skills
7. Ability to juggle multiple projects
8. Ability to collaborate with various teams, internally and externally
9. Computer application proficiency