



**HEALTH ONE ALLIANCE, LLC, ITS SUBSIDIARIES AND AFFILIATES,  
INCLUDING ALLIANT HEALTH PLANS**

**JOB DESCRIPTION**

<b>JOB TITLE:</b>	Director of Quality Assurance & Risk Management	<b>LOCATION:</b>	Dalton, Georgia
<b>DEPARTMENT:</b>	Quality Assurance & Risk Management	<b>REPORTS TO:</b>	Vice President

**Job purpose**

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The Director of Quality Assurance and Risk Management is responsible for the development, implementation and oversight of all quality assurance and risk management functions of the Company. This position provides direction and consultation for planning, coordinating, and implementing quality management, quality improvement and risk management programs ensuring that policies, procedures and initiatives are efficient, meet plan needs and expectations and are updated to reflect regulatory changes and best practices.

**Duties and responsibilities**

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- Researches and identifies relevant industry standards
- Collaborates with executive management, establishes benchmarks that are attainable but exceed industry standards
- Works with executive management and others to develop performance improvement targets for quality, service and efficiency of the Company
- Develops, implements and monitors written quality improvement plans, including but limited to HEDIS programs, as well as risk management plans. Plans must include quality indicators specific to programs as well as overarching indicators with appropriate standards, goals, objectives, and outcomes
- Provides project management, data analysis and measurement of outcomes
- Provides leadership for implementing changes targeted at systems improvement. Measures and evaluates attainment of results
- Documents and reports the results and accomplishments of quality improvement initiatives and risk management to executive management
- Contributes information and analysis to strategic plans
- Establishes goals and expectations of Quality Assurance & Risk Management staff
- Works with staff in the preparation for audits. Works with managers and supervisors in the development of corrective action plans
- Has input on budgets, cost controls and procedural changes in order to achieve and maintain efficient, cost-effective programs
- Performs under minimal supervision with accountability for specific goals and objectives
- Identifies and resolves problems
- Demonstrates problem solving, leadership, conflict management and team building skills in order to ensure a productive work environment and achievement of goals
- Updates job knowledge by studying trends and developments in quality and risk management
- Enhances department and organization reputation by accepting ownership for accomplishing new and different requests; explores opportunities to add value to job accomplishments



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- Serves in key staff role for the Clinical Quality Improvement Committee, Pharmacy & Therapeutics Committee, IT Steering Committee and Operations Committee
- Oversees internal audits to ensure consistency and compliance with organizational standards, clinical pathways, and external requirements
- Identifies, assesses, and prioritizes risk findings and coordinate systems of oversight to monitor and minimize identified risks following audits.
- Evaluates clinical documentation with regard to medical necessity, appropriate use of clinical pathways, evidence-based care, and efficiency of care
- Analyzes risk management data derived from medical records, surveys, inspections, regulatory bodies and other means, and advises executive management on mitigation processes
- Ensures compliance in all risk management matters for Company's various lines of business, including all state, federal, and regulatory body requirements
- Investigates actual and potential adverse outcomes/sentinel events, completes root cause analysis and assist in implementing corrective measures
- Directs the risk management education programs providing input and presenting at new employee orientation and in-services and, provides Ad Hoc training as necessary
- Researches and advises executive management of pending risk management regulations, systems, mandates and other issues that may affect the Company
- Other duties as may be assigned

**Qualifications**

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- Bachelors Degree in Health Care Administration, Business, Communications or related field
- 7 years' experience in a managed care, health plan clinical or financial administration or health care administration leadership role
- A minimum of 5 years' experience in Quality Assurance, Compliance and Risk Management
- Knowledge of NCQA and regulatory bodies, such as CMS and State requirements impacting delivery of care and services
- Ability to structure and conduct audits and chart reviews

**Competencies**

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- **Ethics** - Honest, accountable, maintains confidentiality
- **Reliability** - The extent to which the employee can be depended upon to be available for work, do it properly, and complete it on time. The degree to which the employee is reliable, trustworthy, and persistent.
- **Sense of Urgency** - Meets deadlines, establishes appropriate priority, gets the job done in a timely manner
- **Communication** - Communicates well, delivers presentations, has good listening skills



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- **Planning & Organizing** - Displays ability to effectively plan, organize and implement applicable tasks or projects in relation to established goals and objectives.
- **Results Driven** - Defines appropriate goals, works toward achieving goals, articulates vision and steps for achievement
- **Strategic Thought** - Works to establish and articulate vision, shows creativity when defining solutions
- **Teamwork** - Accountable to team, works to meet established deliverables, appreciates view of team members, respectful
- **Product Expertise** - Knows product features, understands marketplace, shares expertise with others
- **Problem Solving & Decision Making** - Displays ability to define a problem, develops workable and realistic alternatives, and selects appropriate alternative to resolve problem. Decisions made are generally correct, and the time taken to make such decisions is reasonable.

**Physical, Mental, Environmental & Working Conditions**

Moderate amount of walking, sitting, and writing. Moderate to significant amount of stress in meeting deadlines and dealing with day-to-day events in the execution of job duties. Need for flexibility and adaptability to change. Candidate must be self disciplined and a self starter and able to work independently with a flexible work schedule. Must be able to drive a vehicle and daytime/overnight travel as required.

**Direct reports**

IT Security and Risk Manager  
 Quality Assurance Coordinator  
 Quality Assurance Clinical Coordinator  
 Regulatory Compliance Officer

<b>Version:</b>	<b>Owned By:</b>	<b>Executive Review/Approval:</b>	<b>Date:</b>	<b>Choose One:</b> Initial - Review Only - Revised
1.0	Human Resources	Amanda Reed, COO Celeste Richards, VP	05/18/2017	Initial