



**Position/Job Title:** Clinical Quality Improvement Manager  
**Reports to:** Associate Executive Director  
**Approved/Revised Date:** 1/11/2019  
**Job Code:** 410  
**Pay Class:** Management

**Summary:**

Reporting to the Associate Executive Director, the Quality Improvement Manager is responsible for functional and clinical leadership, planning, strategy implementation, and oversight of IHP's day-to-day quality improvement functions related to patient centered medical home, Lean and process improvement, and health plan incentive programs. The Manager mentors, guides, and manages Practice Coaches. He/she coordinates and monitors improvement activities, ensures alignment with organizational mission, vision, values, strategic initiatives, and reports routinely to the executive management team. The Manager partners with provider offices in identifying opportunities for improvement and increased efficiencies and provides training and support to facilitate sustained process improvement. In addition, the Manager is responsible for the oversight, implementation, reporting, process improvement, communication, and liaison for grants.

**Manager Responsibilities & Expectations:**

While a Manager in any functional area has specific responsibilities related to his/her areas of responsibility, his/her greatest and first priority is performance as a leader. The following responsibilities and expectations describe how the Manager fulfills his/her responsibilities inherent in the role of leader.

1. Establishes a unifying vision for his/her team that supports IHP's mission and strategic plan.
2. Serves as a model for his/her team and other IHP staff related to IHP's culture and expectations related to the foundations of a highly functioning team. Behaves in a manner reflective of IHP's mission, vision, values, context, and standards of behavior.
3. Mentors and guides his/her staff in professional development while timely addressing concerns related to skills and behavior.
4. Builds a cohesive team that supports one another and functions in collaboration with other teams and workgroups within IHP.
5. Fosters open and productive communication with staff, management, and external partners.
6. Establishes personal and team goals in alignment with IHP's mission and strategic initiatives, monitors progress, and adjusts as appropriate.

7. Develops a thorough understanding of the organizational financial implications of his/her lines of business. Utilizes financial information to make high-quality decisions.
8. Provides the executive management team with routine performance reports related to functional areas of responsibility and participates in related planning.
9. Participates in and contributes to a high-functioning management team with fellow Managers.

### **Essential Functions:**

1. Develops, leads, coordinates, and implements organizational strategy and improvement efforts related to health plan quality improvement and incentive programs, including the Blue Cross Blue Shield of Michigan's Physician Group Incentive Program (PGIP), patient centered medical home, HEDIS measures, pharmacy, Lean, and process improvement activities.
2. Provides clinical leadership and performs data analytics to influence clinical processes and outcomes.
3. Participates in the development of meaningful dashboards and other innovative data visualization tools to track process and outcome measures.
4. Fosters innovation and problem solving with quality improvement staff and ensures collaboration and coordination between quality improvement staff and related project teams and other functional areas of IHP.
5. Develops and maintains new and existing collaborative relationships with providers and their staff, health plans, community stakeholders, and state-wide partners.
6. Leads and coordinates routine communication and reporting with granting entities related to incentive programs and quality improvement initiatives.
7. Presents to providers and other office staff on various topics related to health plan incentives and/or quality improvement activities.

### **Additional Responsibilities/Duties:**

(The following examples are intended to be descriptive but not restrictive.)

1. Identifies improvement opportunities, plans, and implements process improvement activities to improve quality, increase efficiencies, and reduce avoidable utilization.
2. Ensures documentation of improvement initiatives is accurately and completely captured.
3. Provides oversight, guidance, and direction for coaching activities supporting offices in quality and process improvement and PCMH related activities.
4. Plans, collaborates and coordinates provider and physician office staff educational activities in collaboration with other functional areas of IHP.
5. Maintains a broad view of health care issues and changes that may impact IHP and its owners.
6. Represents IHP on state, regional, and community groups.
7. Demonstrates commitment to providing outstanding customer service in a manner that is reflective of IHP's mission, vision, values, organizational context, and customer service standards.
8. Maintains a working knowledge of applicable Federal, State and local laws and regulations, IHP's Compliance Program & Code of Conduct as well as other policies and procedures, in order to ensure adherence in a manner that reflects honest, ethical and professional behavior.

9. Performs related duties as assigned.

**Education/Experience (Minimum Requirements):**

Bachelor's degree in nursing required; Master's degree in related discipline preferred. Valid Registered Nurse license in good standing. Previous management and quality improvement experience is required. CPHQ and Lean certifications preferred or the ability to obtain certifications within two years of hire required. Knowledge of HEDIS methodology preferred.

**Specific Knowledge, Skills, Licenses, Certifications, etc.:**

Experience:

Minimum five years of professional experience in health care and quality improvement, with three years of management experience. Proven experience in program development and implementation.

Skills:

Communication	Analytical skills
Interpersonal skills	Grammar and spelling skills
Customer relations skills	Problem solving skills
Computer skills	Organizational skills
Microsoft Excel, Word, Power Point	Basic math skills
Demonstrate and maintain high level of accuracy	Time management skills
Conflict resolution skills	Self-Care/Stress Management skills
Public Speaking	

**Accountability/Authority:**

The Manager has the authority to act in good faith, while making ethical business decisions for IHP that may impact IHP's financial and strategic goals as it relates to creating new and building existing relationships with community partners; and establishing opportunities for developing new lines of business. This position requires a high level of demonstrated confidentiality, leadership skills, and decision making ability. In addition this position requires the ability to manage multiple priorities, frequent change, and high expectations.

Comments: Commitment to continuing professional development. Experience working with diverse populations. Travel is required with this position.

The above statements are intended to describe the general nature and levels of the work performed and are not exhaustive lists of all duties, responsibilities, knowledge, skills, and abilities and working conditions associated with the job. As changes occur IHP reserves the right to modify the above description.