DATE OF POSTING: January 7, 2019

TERMINATION DATE FOR APPLICATIONS: January 14, 2019

POSITION: **RN QUALITY ANALYST/TRAINER**

COMPENSATION/BENEFITS: Per SSA/USO Contract
Grade J

STAFF RELATIONSHIP: Responsible to Heidi Berridge
Manager, Health Care Relations

EMPLOYMENT DATE: As soon as possible

SEND APPLICATION AND RESUME TO: **Human Resources Department**
Michigan Education Association
1350 Kendale Blvd., P.O. Box 2573
East Lansing, MI 48826-2573

BASIC PERFORMANCE EXPECTATIONS:

The RN Quality Analyst/Trainer is responsible for providing clinical and educational support for the assigned areas. Other responsibilities include audit of the case management files and the assessment of clinical decisions made by RN staff to ensure that decisions are based on appropriate and consistent application of policy and procedures, medical clinical criteria, nursing standards of practice, case management standards of practice, benefits and program guidelines.   The RN Quality Analyst/Trainer is also involved in the analysis and coordination of the quality management program in order to obtain and maintain accreditation.

ASSIGNED DUTIES:

Assist in deployment and/or development, implementation and maintenance of clinical operational activities and processes.

Work with staff collaboratively to develop, modify, implement and maintain quality standards and/or data collection tools.

Troubleshoot problems, research quality issues, and submit recommendations.   May be required to interface with other areas, both internal and external, to resolve problems.

Assist personnel (both external and internal) by answering questions, supplying information, providing presentations, coaching, advising and training.

Identify and communicate issues to the manager in a timely manner and initiate problem resolution.

ASSIGNED DUTIES (*continued*)**:**

Provide timely feedback regarding the result of all assessments and audit to manager and staff. Function as a resource person as assigned.

Provide analysis and coordination of quality initiatives.

Analyze trends and present reports to the director, managers, and committees.

Evaluate programs and processes using aggregated data.

Create and distribute reports.

Identify or facilitate the identification of specific program, workflow, performance, and policy and procedure deficiencies and submit recommendations as necessary.

Assist with group audit activities as necessary.

Perform and lead focused audits as necessary.

Provide quality overview presentation to new hires.

Perform regulatory mock audits as appropriate for clinical and non-clinical staff.

Consult one on one with employees to address identified quality issues.

Maintain minimum of 100% planned case reviews per month.

Ongoing review of cases/calls to ensure they meet MESSA standards for case management; make recommendations for additional training, if needed.

Conduct Quality reviews on multiple programs, identify areas of improvement and make recommendations.

Maintain statistical data and quality monitoring component of operations.

Participate in projects as assigned.

Other duties as assigned.

MINIMUM REQUIREMENTS:

Bachelor's Degree in Nursing.

Registered Nurse with current Michigan License.

MINIMUM REQUIREMENTS *(continued)*:

Certification in Case Management.

Must obtain certification in Motivational Interviewing within the first four years.

At least two (2) years of clinical experience in health related fields.

Three (3) to five (5) years of experience in Case Management preferred.

Demonstrated clinical knowledge and experience relative to patient care and health delivery processes.

Knowledge of Case Management Standards of Practice.

Leadership experience preferred.

Exceptional interpersonal and relationship skills.

Exceptional oral and written communication skills.

Proven problem identification and resolution ability.

Basic concept and working knowledge of Case Management, Disease Management and other Care Management Programs.

Ability to conduct and participate in meetings or seminars in a professional manner.

Work in a team environment as well as autonomously.

Ability to manage multiple tasks.

Good working knowledge of relevant PC applications.

Must be willing to act as a "change agent" on behalf of Case Management and positively support the inception of new programs, systems, processes, software, and tools.

Willing to accept change on a regular basis.

Ability to establish and follow work priorities.

December 20, 2018