

QUALITY ASSURANCE PROGRAM COORDINATOR

DISTINGUISHING FEATURES OF THE CLASS: This position exists in the Social Services Department and involves responsibility for administration of a home health care management program dealing with assessing the quality of medical care provided by home health and personal care aides by reviewing medical and other records and in monitoring a variety of medical functions such as nursing care, to promote efficient, appropriate quality care in proper utilization of services to meet the health needs of patients. Services to patients are provided by contract vendors which are closely monitored by the incumbent to insure compliance with care standards. The work is performed under the supervision of the Medical Social Work Supervisor with leeway allowed for exercised of independent judgment in carrying out details of the work. Does related work as required.

TYPICAL WORK ACTIVITIES:

Reviews and analyzes the system of provider services in relation to patient care in addition to delivery of care to individual patients, to identify potential problems;

Aids the medical, nursing and other professional staff in developing criteria to assess in home medical care in which problem areas can be identified and resolved;

Prepares a quality assurance plan and lists methods for continued assessment or evaluation on effectiveness of current quality assurance activities;

Serves as a member of the Quality Assurance Committee to render guidance and assistance as required;

Assures confidentiality of quality assurance materials;

Maintains continuity in the analysis of activities, documentation of information and data, and follows up to improve quality of care and completion of reporting functions;

Implements, through appropriate staff or designed mechanism, decisions or actions designed to eliminate, as far as possible, identified problems with patient care, including aide training programs, new or revised policies, staffing changes, etc.;

Documents data in substantiation of effectiveness of the patient care program to assure provider contract compliance;

Attends staff and other departmental and committee meetings affecting the quality assurance program and attempts to explain and resolve problems and activities related to monitoring and resolution of quality of patient care;

Reviews the medical records of patients to monitor activities of contract providers and other staff relative to quality of patient care;

Reviews and integrates quality assurance plans prepared for and used in several county departments to eliminate duplication of effort, improve communications and reduce costs;

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Follows up on activities and complaints performed in compliance with quality assurance plans and makes recommendations or institutes corrective actions;
Aids in negotiation of alternate care facility contracts for personal care services;
Monitors training programs of personal care agencies for compliance with personal care regulations;
Acts as liaison with personal care providers to enable compliance with home care mandates and regulations;
Evaluates health care needs of patients and reviews provider records to insure nursing care plan and regulations are met;
Aids in provider contract development and maintenance by reviewing provider records, responding to complaints of improper service and insures care plan provisions are met;
Develops computer information file regarding qualifications of personal care nursing and aide staff;
Develops written complaint policies and procedures to insure problems in home care are reviewed and resolved.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:

Good knowledge of the principles and practices of home medical care and health care systems;
Good knowledge of the content of medical records and origins of clinical information;
Good knowledge of medical terminology and medical care patterns;
Good knowledge of what constitutes adequate nursing care for elderly, chronically ill or the disabled in a home setting;
Good knowledge of current trends in home health care delivery systems;
Good knowledge of home health care staffing functions and their relationships in health care;
Working knowledge of compilation of statistics or health care programs;
Ability to identify symptoms of current and potential health problems;
Ability to follow technical oral and written instructions;
Ability to understand medical and pathological terminology;
Ability to analyze medical records and related health care data;
Ability to plan and coordinate the work of contract providers;
Ability to work with other professionals and providers in assessing the psychosocial factors affecting ability of patients to remain in a home setting;
Ability to assess contract provisions of aide's performance;
Ability to communicate detailed health care information effectively;
Ability to prepare records and reports;
Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in nursing and two years of professional nursing experience in a certified home health agency; OR
- B) Graduation from a regionally accredited or New York State registered three year school of professional nursing and three years of professional nursing experience; OR
- C) Graduation from a regionally accredited or New York State registered two year school of professional nursing and four years of professional nursing experience in a certified home health agency; OR
- D) An equivalent combination of training and experience within the limits of A), B), and C) above.

NOTE: Certified home health agencies include home care service units or county nursing services, hospital based home care units, visiting nurse services and long term home health care programs.

SPECIAL REQUIREMENTS FOR THE ACCEPTANCE OF APPLICATIONS:
Possession of a current valid license issued by the New York State Education Department to practice as a Registered Professional Nurse at the time of appointment.