

## UW HEALTH JOB DESCRIPTION

### HEALTHCARE QUALITY NURSE

<b>Job Code:</b> 18092	<b>FLSA Status:</b> Exempt	<b>Mgt. Approval:</b> E. Rosenblatt	<b>Date:</b> 03.2018
<b>Department:</b> Admin-Health Services		<b>HR Approval:</b> A. King	<b>Date:</b> 03.2018

#### JOB SUMMARY

Identifies strategies and opportunities to improve the health of Quartz's members. Collaborates with others to design, implement and evaluate clinical quality improvement initiatives and to provide the ongoing monitoring, coordination and analysis of the quality and utilization management program initiatives.

#### MAJOR RESPONSIBILITIES

- Work with the Medical Director, Director of Quality and Care Management, Health Services Manager, and Director of Medical Management to identify strategies and opportunities for improving the health status of Quartz's membership.
- Continuously work to keep information up-to-date as related to specialty area(s).
- Work with Quartz Departments to update the website with new and expanded information as needed.
- Work with the Marketing Department to develop practitioner and member communications.
- Attend meetings with internal workgroups and external business parties. Chair appropriate committees and task forces.
- Responsible for adhering to the principles of continuous quality improvement to ensure that Quartz's members receive the highest quality of service and care.
- Responsible for adhering to the practices and principles of confidentiality as outlined in Quartz's HIPAA Privacy Policies & Procedures.
- Maintain knowledge of medical policies and coverage specific to member's product type and guidelines and/or criteria.
- Assist with the collection, analysis, and benchmarking of utilization data.
- Assist in the implementation of a NCQA compliant utilization management program. Coordinate activities and reports with Quartz's Provider Relations Department.
- Communicate with appropriate staff, based on product type and contract, benefit plans, provider network, etc., regarding issues and concerns that affect program compliance, coordination of care, and/or achievement of goals, as appropriate.
- Assume responsibility for compliance with assigned NCQA utilization management and quality standards
- Review quality of care complaints and summarize findings for submission to Medical Director or designee for determination.
- Participate in the annual analysis of member and practitioner satisfaction with the UM process.
- Participate in the annual analysis of continuity and coordination of care and patient safety quality improvement processes.
- Summarize and present criteria utilized in UM decision making, UM program descriptions, UM program evaluations, and use of appropriate professionals rendering UM decisions.
- Gather and submit appropriate documentation related to UM communication requirements (appeal rights, criteria available, available discussions with physicians, how to contact UM entities, etc.).
- HEDIS Core Team, training material development and preparation. Leadership role in training staff and subject matter expert and backup.
- Participate in the annual HEDIS chart review.
- Develop and manage programs related to quality and UM functions, as necessary.
- Monitoring nurse line performance.
- Other duties as assigned. This may include developing new programs necessary to the position.

**ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.**

#### JOB REQUIREMENTS

Education	Minimum	Bachelor's Degree in Nursing or other healthcare related field.
	Preferred	
Work Experience	Minimum	2 years of clinical experience
	Preferred	<ul style="list-style-type: none"> <li>• Experience in data analysis, claims submission and the denial process.</li> <li>• Experience in or knowledge of coding principles, quality improvement principles and NCQA accreditation requirements.</li> </ul>
Licenses & Certifications	Minimum	Wisconsin Registered Nurse
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> <li>• Valid State of Wisconsin driver's license required. Some travel required within Quartz's service area.</li> <li>• Knowledge of personal computer software applications such as Microsoft Word, PowerPoint, and Excel. Internet knowledge, with the ability to complete literature searches preferred.</li> <li>• Excellent written and oral communication skills.</li> </ul>

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- Ability to develop and professionally present educational programs/workshops.
- Interpersonal skills necessary to work productively within a team and with Quartz members, Quartz practitioners and staff, prospective members, interdepartmental staff, and others.
- Ability to function well in a diverse environment that includes clinical, financial, business and regulatory components.
- Ability to work well with minimal supervision and/or independently, and prioritize tasks.
- Ability to work well with both internal and external customers at various levels of many organizations.
- Ability to function well in a diverse environment that includes clinical, financial, and regulatory components.

### AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

**Instructions:** Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

	Infants (Birth – 11 months)		Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)		Young Adult (20 – 40 years)
	Preschool (4 – 5 years)		Middle Adult (41 – 65 years)
	School Age (6 – 12 years)		Older Adult (Over 65 years)

### JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

### PHYSICAL REQUIREMENTS

**Indicate the appropriate physical requirements of this job in the course of a shift.** *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

Physical Demand Level	Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
<b>X</b> <b>Sedentary:</b> Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as dockets, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	<b>Up to 10#</b>	<b>Negligible</b>	<b>Negligible</b>
<b>Light:</b> Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	<b>Up to 20#</b>	<b>Up to 10#</b> or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	<b>Negligible</b> or constant push/pull of items of negligible weight
<b>Medium:</b> Ability to lift up to 50 pounds maximum with frequent lifting and/or carrying objects weighing up to 25 pounds.	<b>20-50#</b>	<b>10-25#</b>	<b>Negligible-10#</b>
<b>Heavy:</b> Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	<b>50-100#</b>	<b>25-50#</b>	<b>10-20#</b>
<b>Very Heavy:</b> Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	<b>Over 100#</b>	<b>Over 50#</b>	<b>Over 20#</b>
<b>Other</b> - list any other physical requirements or bona fide occupational qualifications not indicated above:			

**Note:** The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.