

UW HEALTH JOB DESCRIPTION

QUALITY CARE COORDINATOR – HEALTH PROMOTION

Job Code: 02525	FLSA Status: Exempt	Mgt. Approval: A. Mesenberg	Date: 6.2018
Department: Admin-Health Services, 351831000		HR Approval: A. King	Date: 6.2018

JOB SUMMARY

The Quality Care Coordinator is a critical role in a department committed to quality management and population health efforts performed on behalf of Quartz Health Solutions. Under the direction of the Health Services Manager and Director of Quality and Care Management, the position has the following key responsibilities: identifies strategies and opportunities to improve the health of Quartz members, collaborates with others to design, implement and evaluate clinical quality improvement initiatives and to provide the ongoing monitoring, coordination and analysis of these programs. This includes the production of member, practitioner and employer health education materials and the promotion of preventive and wellness programs offered by Quartz. This position is also responsible for documentation to support various NCQA standards and participation in the annual HEDIS data collection process.

Areas of responsibility may include one or more of the following:

- Member wellness program education
- Prenatal & postnatal program education and assessment
- Worksite wellness consultation, health risk assessment implementation, coordination and analysis
- Tobacco cessation outreach and/or coaching
- HEDIS related education for practitioners and/or Quartz members
- Immunization program education
- Preventive health topics such as screenings for cancer
- Health coaching in areas such as weight management, tobacco cessation, physical activity, nutrition.
- Cardiovascular condition and risk evaluation
- Diabetes, asthma, behavioral health, and/or other disease management topics

MAJOR RESPONSIBILITIES

1. Participate in the development of health management system programs, clinical practice guidelines and preventive health initiatives. Work with network providers to implement identified improvement processes.
2. Answer member questions regarding preventive health, wellness, and disease management initiatives.
3. Coordinate periodic dissemination of reminder letters and outreach related to area(s) of specialty.
4. Responsible for select quality improvement and population health management NCQA standards and ensure that documentation fulfills requirements.
5. Facilitate production of health education materials on issues related to speciality area(s) and coordinate the distribution of these materials to members.
6. Participate in Quartz quality committees and population health workgroups, and prepare presentations as necessary.
7. Work with the Medical Directors, Director of Quality and Care Management, and Health Services Manager to identify strategies and opportunities for improving the health status of Quartz membership.
8. Participate in UW Health, Dane County, and regional initiatives/task forces as apply to speciality area(s).
9. Assist with coordination of health care guidelines as they apply to area(s) of specialty.
10. Continuously work to keep information up-to-date as related to specialty area(s), including member and practitioner guidelines.
11. Collaborate with Quartz to update the organization website with new and expanded information as needed.
12. Coordinate, consult and work with employer groups, as needed, to assess, design implement, and evaluate health promotion programs at their worksite, in collaboration with Quartz staff and other sources as needed.
13. Coordinate and maintain Quartz branded wellness and disease management program options as indicated by area(s) of specialty.
14. Partner with the Quartz Marketing Department on practitioner and member communications.
15. Conduct medical record documentation reviews for HEDIS annually. Organize, compile and interpret HEDIS and non-HEDIS data for trending and reporting.
16. Attend meetings with internal workgroups and external business parties. Chair appropriate committees, work groups, or task forces.
17. Prepare reports and presentations for internal and external audiences.
18. Actively participate in the development, implementation, and oversight of assigned internal policy and procedures.

UW HEALTH JOB DESCRIPTION

19. Responsible for adhering to the principles of continuous quality improvement to ensure that Quartz members receive the highest quality of service and care.
20. Responsible for adhering to the practices and principles of confidentiality as outlined in the UW Health and Quartz HIPPA Privacy Policies & Procedures.
21. All other duties and responsibilities as required by the position. This includes developing new programs.

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

JOB REQUIREMENTS

Education	Minimum	Bachelor's degree in health education, nursing, public health or related field
	Preferred	
Work Experience	Minimum	2-3 years' experience coordinating health education program in a managed care setting preferred
	Preferred	Prior experience or knowledge of quality improvement principles and NCQA accreditation requirements preferred
Licenses & Certifications	Minimum	
	Preferred	
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> • Excellent written and oral communication skills • Ability to develop and professionally present educational programs/workshops • Interpersonal skills necessary to work productively within a team and with Quartz members, practitioners, staff and others • Ability to function well in a diverse environment that includes clinical, financial, business and regulatory components • Excellent initiative with the ability to work well with minimal supervision and/or independently • Ability to work well with both internal and external customers at various levels of many organizations • Valid State of Wisconsin driver's license required. Some level of driving required within the Quartz service area. • Flexible to prioritize tasks • Basic knowledge of personal computer software applications • Experience using Word, PowerPoint, and Excel preferred • Knowledge of data analysis and claims submission and denial process preferred • Internet knowledge, with the ability to complete literature searches, preferred

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,

<input type="checkbox"/>	Infants (Birth – 11 months)	<input checked="" type="checkbox"/>	Adolescent (13 – 19 years)
<input type="checkbox"/>	Toddlers (1 – 3 years)	<input checked="" type="checkbox"/>	Young Adult (20 – 40 years)
<input type="checkbox"/>	Preschool (4 – 5 years)	<input checked="" type="checkbox"/>	Middle Adult (41 – 65 years)
<input type="checkbox"/>	School Age (6 – 12 years)	<input checked="" type="checkbox"/>	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
<input checked="" type="checkbox"/>	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and	Up to 10#	Negligible	Negligible

UW HEALTH JOB DESCRIPTION

	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.			
	Light: 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.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
	Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:		<p>Physical Activity: Primary working position-sitting, with occasional standing, walking, stooping, crouching, and kneeling; frequent reaching, carrying, lifting, pushing, pulling, fingering, grasping, typing, talking-speaking clearly, hearing-conversation, and seeing-near</p> <p>Work/Environmental: Moderate noise level consistent with an office environment</p> <p>Personal/Physiological: Interaction with people, working around people, planning of activities, making judgements in emergency situations, frequent changes in duties and volume of work, intra-organizational communication</p>		

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.