

# KAIROS

The moment when change is possible

## JOB DESCRIPTION

<b>JOB TITLE:</b>	Clinical Informatics and Outcomes Manager
<b>RANGE:</b>	M5
<b>MINIMUM QUALIFICATIONS:</b>	Master's Degree in Counseling, Marriage and Family Therapy, Social Work, Psychology, Sociology, Computing Science, or Registered Nurse (Baccalaureate).  Five years post-graduate experience in direct mental health service delivery including clinical supervisory responsibilities, program evaluation, process improvement, data analysis, outcomes management.
<b>PREFERRED QUALIFICATIONS:</b>	Project management experience.
<b>FLSA STATUS:</b>	EXEMPT

### **POSITION DESCRIPTION:**

The Clinical Informatics and Outcomes Manager will be responsible for the following domains of Informatics and Outcomes: Internal management of clinical decision making and care process improvement initiatives.

### **CORE COMPETENCIES:**

- Effective use of information technology/data integration. To create systems of gathering, evaluating and creating improvement plans surrounding clinical, operational and external licensing informatics.
- Leadership and change management: Successful implementation of information systems/informatics requires behavioral, cultural and social change within an organization. Thus, employee must be proficient in effective collaboration with agency employees and also administer agency wide policy and practice changes.
- Working knowledge of State Licensing of agency services and Joint Commission certification processes.
- Ability to create and sustain a peer to peer model of internal audits.
- Performance Measurement and Improvement.
- Risk Management.
- Comprehensive understanding of outcomes management

### **Essential Duties and Responsibilities:**

#### **I. ADMINISTRATION AND PARTNER RELATIONS**

- A. Attend agency meetings as assigned.
- B. Engage in professional liaison activities, including interagency consultation, etc.
- C. Attend community meetings as assigned.
- D. Collaborate with Agency staff to create, maintain and continuous process improvement of clinical informatics and outcomes.

- E. Foster effective relationships and communications with other community human services providers and key stakeholders.
- F. Monitor quality and effectiveness of assigned departments and identify client/customer/staff satisfaction issues with those operations.

## **Regulation, licensing and accreditation**

### **I. CHIEF COMPLIANCE OFFICER**

- A. Oversee Joint Commission compliance and recertification processes.
- B. Track, monitor and ensure regulatory compliance with all applicable administrative rules, statutes, codes of ethics and service contract provisions.
- C. Consult with Program Managers to oversee compliance with OSHA, all safety operations and all environment of care matters.
- D. Communicate regulatory or statutory concerns related to Medicaid fraud and abuse to supervisor and Executive Director.
- E. Serve as Kairos HIPAA Compliance Officer and Infection Control Officer.
- F. Ensure billable contracts are in compliance at all times with Medicaid and Medicare requirements.
- G. Ensure compliance of policies and procedures with regulatory and accreditation requirements.
- H. Monitor implementation of all approved QA/QI recommendations.
- I. Provide leadership to the Quality Improvement Council
- J. Create, implement and assist in development of agency policies and procedures.

### **II. CLINICAL INFORMATICS**

- A. Oversee the effective operation of the Information Collection and Evaluation System, including the analysis and compilation of the information collected, and provide recommendations as appropriate.
- B. Designated as administrator of the Electronic Health Record. Ability to write reports for data needed.
- C. Coordinate the integration of metrics and data required by contract and rule with agency data collection, aggregation, and analysis.
- D. Identify key indicators of performance measurement based on contract deliverables, statutory rule, Joint Commission standards and best practice.
- E. Work with appropriate administrators to establish quality indicators for business operations in alignment with agency, mission, policy and practice.
- F. Interpret and analyze performance data to identify key issues and implications for strategic direction of the agency.
- G. Provide technical assistance to the clinical managers in implementing improvement opportunities identified in the interpretation and analyses of performance data.
- H. Monitor program performance.
- I. Disseminate relevant performance data to internal and external customers.

### **III. OUTCOME MANAGEMENT**

- A. Manage and oversee the process of designing, developing, coordinating, implementing, and continuously assessing and improving the agencies outcome management systems.
- B. Assist in troubleshooting clinical systems and processes.
- C. Assist in program development and improvements aimed at improving clinical outcomes
- D. Coordinating internal and external program evaluation and outcomes data collection
- E. Tracking CQI projects.

### **IV. RISK MANAGEMENT**

- A. Work with Program Managers to identify potential risks to the agency based on collected data on an annual basis; incorporate findings into the agency's risk management plan.

- B. Based on agency risk management plan, work with Program Managers and Executive Director to identify recommended strategic priorities as appropriate; monitor implementation of the plan and provide periodic reports to the Executive Director.
- C. Conduct Root Cause Analyses as directed. Ensure the completion and documentation of Root Cause Analyses as directed.
- D. Ensure all required annual reports are completed.
- E. Regularly review and analyze routine monitoring performed by the programs to identify trends that are high volume, high risk, or problem prone.
- F. Conduct targeted monitoring in response to issues identified through internal processes or external entities.
- G. Identify patterns of concern and report information to the applicable administrator.
- H. Ensure agency business and clinical practice is in alignment with the Code of Ethics.

**V. LEADERSHIP**

- A. Abide by ethical codes, mission, values, and professional standards, including confidentially.
- B. Actively utilize, reference, and follow agency policies, procedures, and guidelines.
- C. Present a positive attitude, professional demeanor and demonstrated respect with youth and young adults, families, staff, visitors, and community partners.
- D. Address issues of concern with supervisees immediately or at the next supervision session.
- E. Participate in Strategic Leadership Team.
- F. Demonstrate alignment with the philosophy of Trauma Informed Care (TIC) and ability/discipline to utilize Trauma Informed Care (TIC) communication approaches in interactions with youth and young adults, families, staff, and community partners.
- G. Represent the agency to stakeholders and constituents.
- H. Supervise staff, responsible for hiring, supervising, managing performance, and discipline as needed.

**VI. SAFETY WORK ENVIRONMENT**

- A. Perform all work tasks in a proper and safe manner per established policies, procedures and guidelines to prevent unnecessary injury, time loss and agency expense.
- B. Comply with all federal, state and agency health and safety reporting requirements.

**OTHER DUTIES:**

- A. Perform other related work as assigned.
- B. Attend trainings and meetings as assigned. May be appointed to committees.

**POSITION ACCOUNTABILITIES:**

1. Management and oversight of systemic and or agency wide CQI initiatives.
2. Management and oversight of the Clinical Informatics and Outcomes management program including outcomes planning, data entry data analysis, data reporting and data utilization for CQI initiatives.
3. Supports staff and facilitates the culture change needed to create and implement a systemic Clinical Informatics and Outcomes management program.
4. Management and oversight of the development and implementation of the agencies outcomes and clinical informatics management plans and ensuring the use of these plans through regular reviews.
5. Management of all grant/contractual data collection and reporting.
6. Management of the maintenance and integrity of agency wide data collection and reporting including development of surveys and data collection instruments as well as using the Electronic Health Record and other data basis.
7. Produces Clinical Informatics and Outcomes data and reports to various internal and external stakeholders.

**ATTENDANCE:**

- A. Maintain prompt and regular attendance in accordance with company policy.
- B. Ability to be flexible and adjust schedule as necessary to fit program needs and meet the needs of youth and their families.

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by the staff person to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the staff person is regularly required to use hands to type, handle, reach with hands and arms; talk or hear. The staff person frequently is required to stand and walk. The staff person is occasionally required to sit, stoop, kneel, crouch or crawl. The staff person must frequently lift and or move up to 10 pounds and occasionally lift and/or move up to 45 pounds. Specific vision abilities required for this job include close vision, distance vision, and depth perception and operating a motor vehicle.

**WORKING CONDITIONS:** The working conditions described here are representative of those that must be met by the staff person to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the staff person is frequently exposed to loud noises, outside weather conditions such as heat, cold and humidity. The staff person is occasionally exposed to chemical solutions and body fluids.

**HAZARDOUS CONDITIONS:** Possible exposure to air and Bloodborne Pathogens.

**EQUIPMENT USED:** May include general office equipment, such as computer, telephone, agency or personal vehicle, general cleaning supplies, and kitchen utensils/supplies.

**TRAVEL:** Travel is expected for required trainings.

**OTHER RESPONSIBILITIES:**

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required for this job. Duties, responsibilities and activities may change at any time with or without notice.

Staff signature below constitutes staff's understanding of the requirements, essential functions and duties of the position.

Staff signature: \_\_\_\_\_ Date \_\_\_\_\_