



Genevive

Job Description: Quality and Compliance Director

Job Title: Quality and Compliance Director

Department: Clinical Quality

Position Summary: The Quality and Compliance Director will be responsible for the highest standards of patient care while maintaining strict adherence to regulatory compliance, particularly with Medicare quality regulations. This position will manage quality programs, collaborate with clinical leaders, and drive operational changes to improve patient outcomes. In addition, the role will integrate a focus on Social Determinants of Health (SDOH) and Diversity, Equity, and Inclusion (DEI), and ensure that quality and compliance initiatives promote equitable care for all patients, especially those from underserved or vulnerable communities.

Supervision Received: Chief Medical and Population Health Officer

Supervision Exercised: Quality Manager, Quality Specialist

Hours per Pay Period: 80hrs

Classification:

Full-Time

Exempt

Part-Time

Non-Exempt

Education/Qualifications:

- Bachelor's degree in healthcare administration, Nursing, or a related field (Master's degree preferred).
- Proven experience in quality management and compliance within a healthcare setting, particularly in a value-based care model that prioritizes health equity and addresses Social Determinants of Health (SDOH).
- In-depth knowledge of Medicare quality regulations, healthcare accreditation standards, and quality improvement methodologies, with a focus on reducing disparities and ensuring equitable care for all patients.
- Strong analytical, problem-solving, and organizational skills, with the ability to develop strategies that address health disparities and improve care for vulnerable populations.
- Excellent communication and interpersonal skills, with the ability to engage diverse staff members and stakeholders and promote a culture of inclusion and patient-centered care.
- Proficiency in data analysis and use of quality improvement tools (e.g., Six Sigma, Lean) to drive results, with an understanding of how to analyze data through an equity lens.

Preferred Qualifications:

- Certification in healthcare quality (e.g., CPHQ, CQM) is a plus.



Genevive

- Familiarity with electronic health records (EHR) systems and value-based care analytics tools.
- Experience with patient safety initiatives and risk management practices.
- Knowledge of the impact of Social Determinants of Health (SDOH) on patient care, outcomes, and healthcare disparities.
- Demonstrated experience promoting Diversity, Equity, and Inclusion (DEI) in healthcare settings, and a strong commitment to embedding DEI principles into quality improvement initiatives

Essential Functions:

Quality Management

- Develop and implement quality assurance policies and procedures that are aligned with the principles of value-based care, with a strong focus on reducing health disparities and addressing the needs of diverse patient populations.
- Collaborate with clinical leaders to identify and implement operational changes that improve patient outcomes while addressing the unique needs of patients impacted by Social Determinants of Health (SDOH) such as socioeconomic status, access to care, and social support systems.
- Manage quality programs from all payors, including Medicare, ensuring compliance with relevant regulations and performance standards, and adjusting meet the needs of diverse populations, particularly those in underserved communities.
- Oversee the submission of quality data to outside vendors, ensuring accuracy, timeliness, and alignment with regulatory requirements, with a focus on equity in data reporting and care delivery.
- Oversee regular audits and assessments to ensure ongoing compliance with healthcare regulations, and identify opportunities to improve care delivery for marginalized and underrepresented patient populations.

Regulatory Compliance

- Stay informed on federal, state, and local healthcare regulations, including Medicare quality regulations, and ensure the organization meets all legal requirements, particularly regarding ensuring equitable access to care.
- Maintain a deep understanding of the role Social Determinants of Health (SDOH) play in patient outcomes and develop compliance strategies that ensure the organization is actively addressing these factors within quality programs.
- Serve as the subject matter expert on Medicare quality regulations, ensuring the organization meets necessary criteria, with a particular focus on improving care for vulnerable populations.



Genevive

- Lead the preparation and submission of required documentation for accreditation bodies and licensing agencies, ensuring compliance while promoting inclusivity and equitable practices in healthcare delivery.
- Lead the organization in preparing for inspections and audits, ensuring all stakeholders are aware of regulatory requirements.

Training and Development

- Develop and conduct training programs on quality and compliance standards within a value-based care framework, with specific training on addressing health disparities and the impact of SDOH on patient care.
- Promote a culture of quality, safety, and inclusion across the organization, ensuring that staff are trained to provide culturally competent care and understand the role of DEI in healthcare outcomes.
- Encourage staff at all levels to actively participate in initiatives that prioritize health equity and continuous quality improvement, particularly for underserved or at-risk populations.

Collaboration and Leadership

- Partner with clinical, operational, and administrative teams to implement quality improvement initiatives that not only align with value-based care goals but also promote health equity and inclusive practices for all patients.
- Act as a liaison with regulatory agencies, accreditation bodies, and payor representatives, ensuring that the organization's quality and compliance initiatives meet regulatory standards and prioritize diverse and underserved populations.
- Lead and advise on quality strategies that recognize and address the impact of Social Determinants of Health (SDOH) and incorporate DEI principles into all aspects of the organization's quality improvement processes.

Reporting and Documentation

- Analyze and internally report quality performance, compliance status, and improvement activities, ensuring that reports reflect the impact of interventions on diverse patient populations and support ongoing efforts to reduce health disparities.
- Maintain accurate documentation of all compliance activities, audits, assessments, and quality improvement initiatives, with an emphasis on promoting transparency, equity, and accountability.
- All other duties as assigned

Physical/Mental Demands and Work Environment:



Genevive

- Requires driving a vehicle
- Requires sitting and standing associated with a normal office environment
- Performs highly complex and varied tasks requiring independent knowledge and its application to a variety of situations as well as exercise independent judgment.
- Requires hand dexterity for office equipment and repeated movements
- Stooping and bending and sitting for extended periods of time.
- Able to handle stress in dealing with tense, angry, or upset clients and staff.
- Requires the use of office equipment such as copiers, scanners, computers, telephones, and fax machines.
- May view computer screens for long periods of time.
- Work requires hand dexterity for office machine operation, stooping, bending, for filing and supply movement. Mobility to complete errands and sitting for an extended period.
- Must be able to prioritize activities when faced with competing demands.

- Able to manage multiple demands and prioritize activities to meet deadlines.
- Willing to work at home in a HIPAA compliant space as needed
- Some exposure to unknown environments in the field with possible exposure to hazards and communicable diseases.
- This position will have remote work capabilities and must have the skill set to work independently, exercising sound judgement, and maintaining high productivity levels.
- Remote work also requires high levels of electronic and telephonic communication.

The demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.