



Mission Statement: "Our goal is to provide education and process development to enhance communication and understanding among all individuals involved in the documentation and coding of the health record to ensure the clinical reliability and integrity of the health care data."

Title: Quality Manager, Learning and Development

Date Established: April 1, 2022

Reports To: Director, Learning and Development

Revised Date:

JOB SUMMARY: The **Quality Manager, Learning and Development** is responsible for providing supervision and structure for the Quality Review (QR) teams daily operations and functions related to the internal quality review processes, and new hire on-boarding. The Manager is responsible for designing and implementing the QR program and communicating review findings and recommendations to Business Unit management. The position obtains statistics and the information necessary to assess risk for all areas. The Manager works closely with all teams to support and enhance client relations while aiming to achieve the highest levels of customer satisfaction.

Job Tasks:

- Management oversight and responsible for providing mentorship, ensuring appropriate distribution of duties, development/use of efficient processes/tools, to effectively deliver timely and accurate materials internally and externally
- Maintain working knowledge of workflow, systems, and tools used in the business units and the support of Quality Review
- Management oversight of new hire onboarding agendas and training materials
- Coordinates, facilitates, and participates in the initial training for new hires
- Coordinates and performs QA consisting of chart reviews and or recommendation reviews for internal team members with logging of results and findings
- Utilizes outcome reporting from internal resources and tools to recalibrate quality audit scope(s)
- Facilitate biweekly status calls with members from Workforce, Talent Management, and the Physician team focusing on new hire progression and performance (includes agenda and finalizing call notes)
- Coordinate follow-up educational needs and mentoring dependent on QA findings
- Provide summary report(s) to Director
- QA Correspondence and Communication with clients when applicable based on QA findings
- Stays abreast of regulatory requirements and client compliance policies, ensuring compliance and timely staff education and training
- Support all service lines to ensure customer deliverables are met
- Facilitates problem-solving and collaboration with managers on topics related to the evolving industry, the organization, and its clients
- Serves as Subject Matter Expert (SME) for (internal & external) needs

Demonstrates actions consistent with Enjoins “Expectations” as duties are performed daily.

ESSENTIAL FUNCTIONS:

- Incorporate company’s strategy, procedures, and policies into the operations of the business unit
- Manage business unit activities focusing on financial and strategic growth
- Monitor business unit efficiency, productivity, inventory, and activities to ensure timely and on budget completion
- Assess current business unit operations and functions and work with leadership to advance business unit
- Build strong relationships with customers to maintain satisfaction, client retention, and future revenue growth
- Create a harmonious working environment with training, mentoring, and motivating all team members to work effectively as a unit
- Develop relationships, manage expectations, and communicate with executive leadership and managers both throughout the organization as well as with external stakeholders
- Other duties as assigned or requested

COMPANY EXPECTATIONS/GOALS:

- Complete mandatory annual HIPAA and Compliance Training in a timely manner
- Maintain confidentiality in all matters to include patient care, physician, and employee matters
- Maintain accurate and reliable organizational records
- Maintain professional relationships with appropriate officials; communicate honestly and completely; behave in a fair and nondiscriminatory manner in all professional contacts
- Assure the accuracy of data, work, or information and contribute ideas and suggestions to improve approaches, methodologies, and productivity.
- Maintain professional relationship with clients focusing on high level of client satisfaction
- Adhere to a personal plan of professional development and growth through professional affiliations, activities, and continuing education
- Support overall strategic goals of the company

HOME OFFICE REQUIREMENTS:

- Must have a dedicated secure workspace to ensure adherence to HIPAA Privacy and Security policies and procedures when viewing protected health information (PHI)
- Computer with high-speed internet connection
- Telephone and printer/fax/scanner
- Company will provide laptop and access to necessary resources to perform job duties

EDUCATION, TRAINING, EXPERIENCE:

- Bachelor's degree*
 - RN or RHIA; OR
 - RHIT with bachelor's degree
- CCS, CCDS, or CDIP certification
- CCDS-O or CRC certification (preferred)
- 2-4 years' management experience in internal quality review, development and maintenance of quality review audit scope, maintenance of training processes, and the successful development of ongoing training and development programs (preferred)
- 2-3 years' experience as an educator (preferred)
- Work experience within an LMS (preferred)

*Relevant work experience in absence of bachelor's degree will be considered on a case-by-case basis

SKILLS

- Verbal and written communication skills
- Analytical ability
- Team leadership, including experience in highly effective change management.
- Presentation skills required to effectively communicate material to all levels of management
- Strategic relationship building
- Organization and prioritization skills

PHYSICAL DEMANDS:

- This is a full-time position, and general hours of work and days are Monday through Friday, 8:00 a.m. to 5 p.m. This position may require longer hours and weekend work
- Overall physical workload is light. Ability to communicate both orally and in writing. Moving about more than 70% of the day to carry out duties in a fast-paced environment
- Sometimes work is generally sedentary requiring long periods at workstation
- Travel requirement is 20% required when necessary

Employee Name Printed_____

Employee Signature_____

Date_____