UNIVERSITY OF SOUTHERN CALIFORNIA
Quality Improvement Manager
Job Code: 133107

Grade: HH
OT Eligible: No
Comp Approval: 8/4/1994

JOB SUMMARY:
Oversees, monitors and evaluates the effectiveness of a series of contractual relationships between USC and physician and hospital providers as well as outside administrative vendors who constitute the USC self-funded plans. Manages program operations and administrative functions to include policy development and implementation, program assessment and evaluation, quality assurance, budget and financial reporting. Contributes to design of program content and strategic planning. Reports to the Director, Health Plans.

JOB ACCOUNTABILITIES:

*E/M/NA % TIME

______ _____ Oversees, monitors and evaluates the effectiveness of outside vendor relationships including but not limited to third party administrator (TPA), and pharmacy, psychiatric management, utilization review, case management and HIV companies. Plans and develops program objectives and content. Links program with other relevant departments on or off campus as necessary.

______ _____ Monitors utilization of network of preferred providers. Researches, reviews and analyzes current and past utilization. Identifies trends, patterns and needs and establishes program directions accordingly. Assesses quality of program operations. Makes recommendations as appropriate. Modifies existing program services or creates new program offerings to maintain or enhance program standing. Provides senior management with status reports.

______ _____ Manages the delivery of services to targeted program participants or beneficiaries. Sets and communicates program priorities and performance standards and assesses operations using these criteria. Plans and conducts quality assurance reviews and recommends changes as appropriate. Develops and implements quality improvement measures and program and communicates to employees, providers and outside vendors.

______ _____ Develops, maintains and conducts on-going evaluation of ancillary provider network given information acquired by utilization reports.

______ _____ Researches and gathers information regarding the scope of health plans offered by other employers for their own employees.

______ _____ Develops and maintains automated or manual systems and procedures to facilitate program operations.

______ _____ Reviews, develops and recommends program operating and administrative policies, procedures and revisions. Manages the dissemination, interpretation and application of program policies and procedures and recommends approval of exceptions. Ensures outside vendors follow program policies and procedures.

______ _____ Assists in gathering financial data used for budget development. Reviews and analyzes utilization reports monthly and quarterly to ensure accuracy. Recommends or makes budgetary and resource allocations. Provides financial status reports as requested.
Serves as a key resource for program information. Resolves problems or questions referred by program staff, senior University administrators, providers, enrollees, outside vendors or other professionals outside the University. Communicates policy, program goals and directions to providers, outside vendors and enrollees. Reviews and evaluates appropriateness of patient care plans for high dollar claims and other sensitive cases with utilization review vendor, patient, family and/or providers as frequently as necessary. Exchanges data and gives direction and guidance to outside vendors on a regular basis.

Stays informed of developments in field. Reads pertinent literature, attends meetings and participates in professional associations as appropriate. Makes presentations as needed. Establishes and maintains an active network of professional contacts.

Performs other related duties as assigned or requested. The University reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**EMERGENCY RESPONSE/RECOVERY:**

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<th>Essential</th>
<th>No</th>
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In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

**JOB QUALIFICATIONS:**

**Minimum Education:**

Bachelor’s Degree

**Minimum Experience:**

3 Years

**Minimum Field of Expertise:**

Directly related professional experience managing quality assurance and utilization reviews

**Preferred Experience:**

5 Years

**Preferred Field of Expertise:**

Bachelor’s Degree of Science in Nursing

**Skills:**

Other:

- Analysis
- Assessment/evaluation
- Budget control
- Communication -- written and oral skills
- Conceptualization and design
- Conflict resolution
- Interpretation of policies/analyses/trends/etc.
- Interviewing
Managerial Skills
Networking
Organization
Planning
Problem identification and resolution
Project management
Public relations
Public speaking/presentations
Research
Statistical analysis

Skills: Machine:

Computer Network (Department or School)
Personal Computer

Supervises: Level:
May oversee student, temporary and/or casual workers.

SIGNATURES:

Employee: ____________________________ Date: ________________________

Supervisor: __________________________ Date: ________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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