

# Quality Assurance Coordinator

InSight Telepsychiatry – Quality and Compliance Department

## Position Summary

InSight Telepsychiatry is seeking a Quality Assurance Coordinator for our growing quality department. In this role, you will oversee the day-to-day activities of a dynamic quality assurance program. A successful candidate is an analytical team player that is extremely comfortable collecting and analyzing data in a healthcare setting. The ideal candidate will be personable and excellent at strategic communications around quality-related issues. The position will report to InSight's Quality and Compliance Manager and will regularly collaborate with InSight's internal and external operations, provider engagement, medical affairs, providers and partner organizations to create end-to-end solutions for quality improvement.

## Organization Overview

InSight is the leading national telepsychiatry service provider organization with a mission to increase access to quality behavioral health care through telehealth. InSight's behavioral health providers bring care into any setting on an on-demand or scheduled basis. With over 18 years of telepsychiatry experience and an active footprint in telepsychiatry-related advocacy, InSight is recognized as an industry thought-leader. InSight is the telemedicine arm of the CFG Health Network, a behavioral health organization that delivers onsite services across the spectrum of care. These roots in onsite care influence InSight's approach to appropriate, quality services delivered through telehealth. [www.InSightTelepsychiatry.com](http://www.InSightTelepsychiatry.com)

## Job Responsibilities

- Lead the day-to-day implementation of the quality assurance program including satisfaction surveys, internal provider citizenship reviews and peer review program
- Identify opportunities to refine and build upon existing quality metrics to support business and quality needs
- Analyze citizenship reviews, prepare reports and share the reports directly with the providers to help them find areas for improvement
- Coordinate quality and chart materials to support clinical chart reviewer
- Maintain effective communication and working relationships with staff at all levels within the organization regarding quality feedback and closing the feedback loop
- Perform data entry, extraction and analysis for use in tracking/trending quality metrics and complex drill down of data to evaluate root causes
- Design a creative peer-to-peer review program for providers and implement solution
- Compile and present data into user-friendly materials to be presented at biannual Quality Committee meetings
- Monitor and maintain knowledge of industry quality trends and quality best practices
- Support all departments in meeting quality performance goals while helping to solidify a culture of high quality performance
- All other duties as assigned

### **Job Requirements**

- Bachelor's degree in healthcare data, math, science, statistics or similar subject
- Four or more (4+) years of experience in the healthcare data industry, preferably in a consulting environment
- Multiple years of experience in data analysis and reporting
- Advanced experience with Excel data analysis techniques
- Proven analytical, evaluative and problem-solving abilities
- Extensive experience working in a team-oriented, collaborative environment
- Thrive in a dynamic and regularly changing environment
- High level of organization, attention to detail and time management skills
- Show initiative and demonstrate good judgment
- Comfortable communicating through all mediums including video

### **Ideal Candidate**

- Comfortable thinking outside the box and passionate about applying data and analytics to solve complex, impactful problems
- Previous customer facing experience
- Previous experience working as part of a remote team
- Drive to get things completed correctly and is always looking for ways to improve upon existing processes
- Strong communication skills

### **Logistics**

- Full-time position available July 1, 2017
- Preference for a New York area based candidate
- Works remotely from a home office
- Reports to Quality and Compliance Manager

To apply, please send your resume and a customized cover letter to [Sandie Shafer](#).