

Quality and Performance Improvement Manager

InSight Telepsychiatry – Internal Operations

Position Summary

The quality and performance improvement manager will oversee initiatives aimed at continually improving InSight’s organizational processes in order to achieve maximum efficiency and advance both organizational and clinical quality. The ideal manager will possess a change agent demeanor, be enthused by the opportunity to work in a rapidly growing and evolving industry, and is be able to effectively collaborate with managers and staff across multiple departments, with a multi-disciplinary approach. Key areas of emphasis for the quality and performance improvement initiatives will be InSight’s clinical quality program, new partner implementations and medical affairs. This manager is a part of the InSight internal operations team and their role is designed to support other functions and departments across the organization. The internal operations department includes the areas of quality, systems, processes, projects and medical affairs.

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

Job Responsibilities

- Analyze current operations and identify opportunities for improved efficiencies and resource management
 - o Create documentation and processes training materials
 - Work with managers, internal communications and training functions to ensure understanding of key processes and communicate steps and key information effectively
 - o Assess compliance with existing processes
 - Implement improvement initiatives on processes deemed of highest value
 - o Align processes with systems, databases and software tools used to execute processes effectively
- Supervise, empower and support a small and growing team of coordinators and clinical chart reviewers
- Lead and develop organizational quality and continuous improvement initiatives for both clinical and administrative team members. For example:
 - o Develop clinical documentation improvement initiatives

- Identify opportunities to improve through collaboration with chart reviewers, finance team, operations leaders and medical directors
- Develop provider educational material on improvements
- Partner with operational and clinical leadership to manage provider team's performance against quality expectations
- Maintain InSight's partner, provider and consumer quality assurance programs via ongoing review of quality cycle and processes
- Ensure quality metrics are effectively reported, understood and acted upon across the organization
 - Maintain operational and quality dashboard to provide real-time data updates as needed
 - Support Quality Assurance Coordinator in both internal and external quality data collection
 - Facilitate regular quality meetings using operational and quality dashboards
- Lead organizational changes, in regard to analysis and management of quality data
 - Facilitate organizational benchmarking/key performance indicators to drive best practices
- Cultivate a culture of process improvement and quality management across the organization
 - Teach and mentor team members to empower them to follow best practices
- Research telehealth and telebehavioral health best practices, and develop action plans for InSight to remain at the top of its industry
- Participate as needed in sentinel event responses
- Lead efforts to obtain accreditations for the organization as directed by leadership
- All other duties as assigned

Job Requirements

- Bachelor's degree in a healthcare-related field, Master's degree preferred
- At least 5 years of experience in a healthcare field
 - Licensed Registered Nurse preferred, other licensed professionals will be considered
- At least 3 years of experience in quality assurance and/or performance improvement
- At least 3 years of experience with direct managerial responsibility
- Ability to work effectively towards goals in a complex environment, with changing demands
- Self-directed, and able to own and deliver on projects without significant oversight
- Customer service focused approach to working with team members, leadership, partners and consumers
- Excellent written and verbal communication skills
- Demonstrated ability to prioritize and balance multiple priorities and projects
- All other duties as assigned

Ideal Candidate

- Behavioral health experience
- Telehealth experience
- Six Sigma training and experience
- Project management training and experience
- Ability to blend traditional and flexible project management strategies as appropriate

Logistics

- Position available April 1, 2018
- Position based in Marlton, NJ
- Full-time, with opportunity for telework/flexible schedule options
- Reports to Director of Internal Operations

To apply, please send your resume and a customized cover letter to recruiting@in-sight.net.

The physical 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 functions.

While performing the duties of this job, the employee is regularly required to stand, walk, and talk or hear. The employee frequently is required to use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and climb or balance. The employee is occasionally required to sit and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

EOE M/V/F/D