

Hospice of Southern Maine

Position Description

Title:	Quality Program Assistant	Reports to:	QAPI Manager
Primary Location:	Main Office	FLSA Class:	Non-Exempt
Supervises:	None	Effective Date:	5/8/2019

Position Summary:

The Quality Program Assistant is responsible to maintain patient medical records in accordance with agency and regulatory requirements and to perform administrative quality improvement and compliance activities and processes to support the agency's Quality and Compliance Department.

Qualifications:

Education: High School Diploma (or equivalent); college experience preferred

Experience: Minimum of 2 years of medical office experience required. Experience using an electronic medical record required. Hospice experience preferred. Advanced experience with Word, Excel and Outlook preferred. Medical Records experience preferred.

License/Certification: Valid driver's license with a vehicle that is insured in accordance with state and/or agency requirements and is in good working order.

Essential Duties & Responsibilities:

1. Audits paper and electronic clinical documentation daily, monthly, quarterly, and as assigned, for compliance with policies and procedures, regulations and standards.
2. Communicates verbally and in writing with clinical staff, supervisors and others to resolve documentation and billing conflicts in a timely manner.
3. Completes data entry of various quality and compliance reports in an accurate and timely manner, including but not limited to incident reports, satisfaction surveys, and audit findings.
4. As directed by the Quality & Compliance Director and/or QAPI Manager, designs and prepares accurate, legible and comprehensive quality, risk management, compliance and utilization review reports, and presents results as requested.
5. Develops and maintains complex spreadsheets, reports and databases and ensures their integrity is preserved.
6. Processes physician orders and certifications, including faxing or mailing orders, and tracking for timely return in accordance with policies and regulations.
7. Create & verify Hospice Item Set (HIS) documents and submit them to Medicare.
8. Enters, scans, organizes and files documentation in electronic patient records (e.g., signature forms, physician orders, notes).
9. Processes verbal and written requests for copies of patient records in accordance with policies and regulations.
10. Maintains and revises policies and procedures as requested to ensure provision of quality of care and compliance with regulations and standards.
11. Provides timely and appropriate response to internal and external customer needs.
12. Maintains knowledge of applicable standards, laws, regulations and agency policies.
13. Serves as a resource for questions related to the patient record documentation findings.
14. Performs other duties as assigned to support the agency.

Other Job Functions:

The following is a list of responsibilities of this position, but is not intended to cover all duties that this position may be required to perform from time to time.

1. Participates in meetings as required and necessary.
2. Engages in educational programs for professional development.
3. Shares expertise with others through in-service and collaboration.

4. Protect the patients’ right to privacy and the confidentiality of patient and business records and information.
5. Works with diverse social and economic situations without imposing own values; maintains appropriate professional boundaries.
6. Contributes to positive atmosphere; demonstrates positive interactions with all internal and external customers.
7. Demonstrates ability to be a productive team member.
8. Provides timely and appropriate response to internal and external customer needs.
9. Participates in meetings and quality assurance and program improvement activities as required and necessary.
10. Offers suggestions to improve policies, procedures, and services in appropriate manner and time.
11. Demonstrates knowledge and support of agency’s safety and OSHA policies. Demonstrates use of safety judgment on a case-by-case basis. Utilizes proper body mechanics and safe working techniques and reports unsafe environments/practices to supervisor in a timely manner.
12. Demonstrates understanding of HIPAA Privacy Standards and related Agency policies.
13. Acts in a manner consistent with the Code of Conduct outlined in the Agency’s Corporate Compliance Program.
14. Demonstrates understanding and compliance with agency policies, including but not limited to, professional boundaries, documentation, continuing education, attendance/work schedules and required HR documentation, State and Federal policies and procedures, laws and regulations.

Required Skills, Abilities & Knowledge:

1. Advanced computer skills.
2. Strong mathematical skills.
3. Proven ability to communicate accurately and effectively verbally and in writing.
4. Flexible and reliable; self-motivated and self-directed.
5. Excellent time management and organizational skills to manage multiple tasks and deadlines.
6. Ability to focus on accuracy and detail in a busy health care setting.
7. Ability to adapt to changing agency priorities in a positive manner.
8. Demonstrates understanding of hospice philosophy.
9. Demonstrates understanding of team approach and communication; as well as the ability to be a productive member of a high performing team.
10. Contributes to positive atmosphere; demonstrates positive interactions with internal and external customers.
11. Maintains knowledge and skills for hospice care and infection control and prevention in all settings to ensure regulatory and reimbursement guidelines are met.
12. Ability to adapt to changing Agency priorities in a positive manner.
13. Administrative support procedures and skills; proficient typing skills, filing, phone and computer skills, including working knowledge of Microsoft Outlook, Word, and Excel.

Physical Requirements:

The physical requirements described are representative of those that must be met to successfully perform the essential responsibilities of this position. Reasonable accommodations may be made.

	Occasional (25%)	Frequent (50%)	Continuous (75%)
Lift or transfer			
Up to 10 lbs.			X
11-20 lbs.		X	
21-35 lbs.	X		
Carry		X	
Push or pull		X	
Climb		X	
Reach		X	
Stoop or bend		X	
Crouch		X	
Kneel		X	
Handle or feel		X	
Talk			X
Hear			X

	Occasional (25%)	Frequent (50%)	Continuous (75%)
See			X
Sit, walk, stand			X
Distinguish smell/temperature	X		
Exposure to blood borne pathogens and infectious disease	X		
Exposure to hazardous materials	X		
Repetitive Motion		X	

Visual Requirements:

1. The worker deals with office and/or medical equipment at or within arms reach.
2. Must be able to see to drive and to create, complete and read documentation in electronic and written formats.

Mental Requirements:

1. Requires the ability to plan and perform a wide variety of duties requiring extensive knowledge of policies and procedures. Requires considerable judgment to work independently toward general results, devising methods, modifying or adapting standard procedures to meet different conditions, making decisions based on precedent and policy.

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee or for this job. Duties, responsibilities and activities may change at any time with or without notice.

Employee’s Signature _____ **Date** _____