



MONUMENT
HEALTH

JOB DESCRIPTION

JOB TITLE	Quality Reporting Specialist
Effective Date	10/13/2023
Location	Grand Junction, CO. Remote considered.

General Information

Status: FT, PT, or PRN	Full Time
Approximate hours per week	40
Salary Range	\$35,000 - \$60,000
Position Reports to	Clinical Operations Manager
Exempt / Non-Exempt	Exempt

Equal Pay Act Status: This salary range is based on singularly or in combination of the following categories:

- Seniority
- Merit
- Quantity/Quality
- Geographic
- Education, Training, or Experience (work related)
- Travel Requirements

Position Purpose (Summary)

We are looking for an individual who has a passion for healthcare, customer service, and performance improvement. The Quality Reporting Specialist supports clinical operations by locating specified clinical data for abstraction from various forms of medical records through intensive medical record review. This position abstracts clinical information from multiple sources including electronic medical records and populates various data collection tools to support compliance with quality measures. Additionally, the Specialist provides best-in-class member support, swiftly handling incoming inquiries from members, and proactively finding solutions for our members and other stakeholders. In this role, the Specialist can expect to compile clinical and care-related information from various sources, including the Health Information Exchange (HIE), electronic medical records from network providers, hospitals/facilities, etc. This data compilation will be conducted with strict adherence to patient confidentiality and established privacy standards. The Specialist can expect to work with the Clinical Operations Manager to identify and analyze areas of improvement and, in addition, will assist Monument practices in identifying data gaps and care gaps with the aim of meeting quality incentives across Monument's various value-based programs. The Specialist may spend a large portion of some workdays on telephonic interactions. The Specialist may at times travel locally to in-network hospitals and physician practices to collaborate with care coordinators, social workers and/or discharge planners. He/she/they will also support member-facing, off-site events as needed. The Quality Reporting Specialist role will be required to operate according to Monument Health core values and help advance the mission and vision of Monument Health.

Essential Job Functions

- Compile information from medical records, internal reports, and other resources while maintaining confidentiality according to established privacy standards.
- Gains clear understanding of criteria for compliance with clinical quality measures.

- From measures identified in the data collection tool, reviews chart for applicable documentation to support quality measures. Gather data from patient charts and record results via data collection tool.
- Ensures a high degree of accuracy of information entered.
- Identify and analyze areas for improvement to increase performance on quality measures.
- Make and receive telephone calls to/from members after emergency room visits, hospitalizations or other triggering events and address their health or insurance-related questions, make follow up appointments, connect them to community resources, and inspire them toward health and wellness.
- Develop relationships with care coordinators/social workers/discharge planners at hospitals and local physician practices and work collaboratively in-person and by phone with these peer-resources to optimize members' care and their experience.
- Prepare for and support offsite wellness, enrollment, and community-related events with enthusiasm and energy which may occur outside of usual working hours.
- Other job related duties as assigned.

Knowledge, Skills, Abilities, and Other Characteristics

- Must have a minimum of two years' experience in customer service (telephonically or in-person) in any field that you believe can be translated to this role
- Two or more years of experience charting in medical records and/or chart data abstracting experience
- 1+ year of experience in Google G-suite and/or Microsoft Office Suite
- Reliable transportation and valid and current drivers license and auto insurance
- Healthcare experience in care coordination or discharge planning preferred
- Strong communication skills, especially verbally (i.e. by phone) preferred
- Passion for advocacy and ability to motivate others preferred
- Clear-thinker, problem solver, ability to "get things done" preferred
- Ability to develop and manage relationships preferred
- Ability to manage multiple tasks at one time and move quickly from one project to another preferred
- Brings a high degree of professionalism preferred
- Able to accept feedback in the spirit of growth and continuous improvement preferred
- Must adopt and live the Monument Health core values.

Education and Certifications Requirements

High school diploma or equivalent required.
 Baccalaureate degree preferred.

Physical Aspects of the Job

Physical Activities

	Amount of Time			
	-1/3	1/3	2/3	2/3+
Stand				
Walk	X			
Push	X			
Pull	X			
Carry objects	X			
Crawl	X			

Squat	X			
Sit				X
Use fine motor skills	X			
Repetitive motion (wrist)	X			
Reach with hands and arms	X			
Climb or balance	X			
Stoop, kneel, crouch	X			
Talk or hear				X
Taste or smell	X			
Using Telephone/Headset/Ear Buds				X
Using Computer, mouse, keyboard				X
Critical Thinking Skills				X

Lifting Requirements

	Amount of Time			
	-1/3	1/3	2/3	2/3+
Up to 10 lbs.	X			
Up to 25 lbs.	X			
Up to 50 lbs.	X			
Up to 100 lbs.	X			
More than 100 lbs.	X			
Repetitive lifting	X			
Pushing, Pulling or Carrying	X			

Work Environment

The work environment is in an office environment.

	Amount of Time			
	-1/3	1/3	2/3	2/3+
Wet or humid conditions (non-weather)	X			
Work near moving mechanical parts	X			
Work in high, precarious places	X			
Fumes or airborne particles	X			
Toxic or caustic chemicals	X			
Outdoor weather conditions	X			
Risk of electrical shock	X			
Exposure to radiation	X			
Vibration	X			
Work in confined spaces	X			
Exposure to blood borne pathogens	X			

Vision Requirements

No special vision requirements.

Noise Level

Moderate noise (examples: business office with computers and printers, light traffic).

OSHA Category Classification

Category	Category III
Description	The normal work routine of this position does not involve exposure to blood, body fluids, or tissues. The person holding this position will not be called upon to perform or assist in emergency medical care or first aid or to be potentially exposed in some way. Category III does include handling of implements, utensils, equipment; using public restrooms and public telephones; and personal contacts such as handshaking.