The Director of Performance Measurement Compliance, under the supervision of the Vice President of Quality Program Development, manages issues related to MHA Management Services Corporation’s performance measurement systems, including QualityWorks® products, and through a service agreement with the Missouri Hospital Association provide services to assist with the contracts for the Medicare Beneficiary Quality Improvement Program and the Hospital Engagement Network. The Director of Performance Measurement Compliance also will work closely with the Vice President of Clinical Quality Improvement.

The Director of Performance Measurement Compliance demonstrates MHA’s values by performing the duties of the position in accordance with MHA’s values in order to fulfill MHA’s mission.

The Director of Performance Measurement Compliance shall:

1. Develop and implement products and services related to quality improvement and performance measurement systems for health care facilities and agencies.
2. Develop and implement reports, resources and tools to assist hospitals and clients incorporate new requirements, including meaningful use clinical quality measures and ICD-10, into their overall quality programs.
3. Analyze proposed federal and state regulations and legislation related to performance measurement and improvement and their impact on MHA-member hospitals and clients. Collaborate with governmental relations staff on the development of responses to regulatory and legislative proposals, as appropriate.
4. Review proposed regulations and evolving industry standards for meaningful use clinical quality reporting; maintain content expertise.
5. Provide clinical support for the QualityWorks help desk; understand and comply with HIPAA confidentiality requirements and screen clinical help desk questions, answering or deferring the questions to the Centers for Medicare & Medicaid or The Joint Commission as appropriate.
6. Assist the Director of Performance Measurement Operations with clinical knowledge to support QualityWorks® and maintain compliance with The Joint Commission pertaining to vendor responsibilities for performance measurement.
7. Facilitate input and feedback from clients regarding the Centers for Medicare & Medicaid Services (CMS) Quality Measures and JCAHO ORYX® Indicators; facilitate and support quality-focused MHA users groups as appropriate.
8. Develop programs and services to support quality data measurement and improvement strategies for all MSC and MHA strategic quality programs, including the Medicare Beneficiary Quality Improvement Program and the Hospital Engagement Network.
9. Develop and provide a broad array of written resources for hospitals and clients to support all MSC and MHA strategic quality programs.
10. Carry out other duties that may be assigned by the President and Division Vice President for Strategic Quality Initiatives.

Performance Requirements:

1. Attention to detail and a commitment to accuracy in every phase of the job.
2. Handle diverse duties and multiple tasks concurrently using independent discretion and clinical judgment.
3. Possess excellent customer relation skills in dealing with clients and staff.
4. Work independently and as a team member with other MSC, MHA and HIDI staff.
5. Perform well under pressure and time limitations with excellent organizational skills.
6. Work well with others in identifying problems, evaluating alternatives and preparing corrective courses of action.
7. Ability to utilize Web-based software, spreadsheets and databases.
8. Provide leadership and establish rapport with people of all educational levels and professional backgrounds.
9. Communicate effectively both orally and in writing, including making educational and informational presentations.
11. Be able to travel and spend time away from home periodically.

Qualifications:

Must hold a minimum of a baccalaureate degree in a health-related field; strong preference to those certified, registered or licensed in a clinical field. Must have clinical, health care, population health or administrative experience and education; candidates with combined clinical and population health experience preferred. Must possess a working knowledge of data-related aspects of performance measurement (i.e. data systems, Internet capabilities, etc.). Must have knowledge of clinical processes within a hospital setting; experience with a clinical performance measurement system and knowledge of quality improvement aspects of performance measurement.

Business Travel:

If, in order to carry out the requirements of this position, business travel is necessary in either a company-owned and/or personal vehicle, the incumbent is required to maintain a valid driver’s license. The incumbent employee also is required to consent annually to a check of their Motor Vehicle Record in accordance with the Vehicles — Business Travel policy as outlined in Section 2 of the Employee Handbook. If you cannot meet the requirements of the policy, you may not be able to fulfill the requirements of this position.
Director of Performance Measurement Compliance

MHA Management Services Corporation (MSC), a for-profit subsidiary of the Missouri Hospital Association (MHA), seeks a motivated, detail-oriented self-starter to perform a variety of duties related to performance measurement systems, including Quality Works® products, as well as assist with contracts for the Medicare Beneficiary Quality Improvement Program and the Hospital Engagement Network. Successful candidate must hold a minimum of a baccalaureate degree in a health-related field; strong preference to those certified, registered or licensed in a clinical field. Must have clinical, health care, population health or administrative experience and education; candidates with combined clinical and population health experience preferred. Must possess a working knowledge of data-related aspects of performance measurement (i.e. data systems, Internet capabilities, etc.). Must have knowledge of clinical processes within a hospital setting, experience with a clinical performance measurement system and knowledge of quality improvement aspects of performance measurement. Must have experience in leading teams and presenting to groups of various sizes. Excellent communication skills with the ability to analyze proposed federal and state regulations and legislation related to performance measurement and improvement and their impact on MHA-member hospitals and clients. MSC is an equal opportunity employer with a smoke-free work environment. MSC participates in the E-Verify Program. Submit resume and salary requirements to Human Resources, P.O. Box 6766, Jefferson City, MO 65102-6766 or fax to 573/893-7665.

04/2015