

## Job Description: *EQRO Information Systems Reviewer - FT*

<b>Position Title</b>	<b>EQRO Information Systems Reviewer (ISR)</b>
<b>Reports to</b>	ISR Supervisor
<b>Employment Status</b>	Exempt Full-Time
<b>Location</b>	Hybrid   Remote Home Office & assigned On-site County Quality Review locations
<b>Date last reviewed</b>	February 2023
<b>Approved by</b>	BHC Executive Team

### **General Description:**

- This position conducts annual external quality reviews (EQRs) of the California county Mental Health Plans (MHP) and/or the Drug Medi-Cal Organized Delivery Systems (DMC-ODS) as part of the annual California behavioral health (BH) External Quality Review Organization (EQRO).
- The ISR is responsible for conducting EQR-related activities, including but not limited to: validation and analysis of performance measures and health information system (HIS) capabilities; facilitated focus group discussions with county staff, contracted providers, beneficiaries, and other stakeholders; evaluation of access, timeliness, and quality of care provided to Medi-Cal beneficiaries; provision of technical assistance; technical report writing; and assisting the lead Quality Reviewer in all phases of an EQR.
- The ISR must possess knowledge of information systems technology and business processes, operations, and administration in a public behavioral health system.
- This position requires periodic travel throughout California.

### **Essential Job Responsibilities and Duties:**

#### **Quality Reviews**

- Participate in 10-16 BH EQRs BH EQRs, depending on county size and complexity, each fiscal year (July 1 - June 30).
- Conduct a thorough review of core pre-review documents prior to the scheduled review.
- Conduct EQRs with other review team members for 1 to 5 days, based on county size and complexity.
- Facilitate key informant interviews and focus group discussions regarding access, timeliness, and quality of services provided for Medicaid beneficiaries.

- Lead and/or assist in conducting non-IS related focus group sessions as assigned by the lead reviewer.
- Performance Measure validation and analysis
- Document review findings utilizing established protocol and provide summaries of review session discussions to the lead reviewer.
- Prepare high-quality technical reports by established deadlines that synthesize performance measure and HIS findings from multiple sources, use analytical reasoning, substantiate all findings logically and adequately, and make appropriate recommendations for improving access, timeliness, and quality.
- Participate in internal staff trainings and staff meetings.
- Provide technical assistance to the counties as requested.
- Participate in the production of statewide annual aggregate technical reports.
- Performance Measure validation and analysis
- Determine system-level strengths, opportunities for improvement, and recommendations from the EQR activities.
- Other duties as assigned by management.

#### **Technical Support and Quality Assurance**

- Participate in internal staff trainings and staff meetings.
- Interact with DHCS and County BH Plans on an as-needed basis including attending occasional statewide meetings related to quality and performance improvement.
- Conduct peer reviews of technical reports to ensure standardized language, analyses, and recommendations.
- Support development of tools and resources for County BH Plans.
- Assist in the development of the annual report as requested.
- Provide direct technical support on Performance Measures and other EQR-related activities for all County BH Plans as needed.
- Assist with other technical support and quality assurance activities as needed.
- Assist in data analytic production and quality control activities.
- Other duties as assigned by management.

#### **Minimum Education and Qualification Requirements:**

##### **Education:** Any or a combination of the following:

- Bachelor's degree in healthcare informatics, statistics, or related subject.
- Ten years of experience may be substituted for college degree.
- Accreditation in health care quality improvement, quality review, or performance management (examples include HEDIS certification, CPHQ, LEAN, Six Sigma, etc.) preferred.

##### **Qualifications:**

- 2-3 years of experience in behavioral health information systems, auditing, programming, network administration, systems analysis and development; installation of software; user training; writing procedures and manuals.
- 2-3 years' experience in data analysis using database/spreadsheet programs.
- Experience in facilitating/conducting meetings, groups preferred.

- Knowledge of health/behavioral health information systems.
- Knowledge of county behavioral health claims data and business processes.
- Ability to review and analyze multiple sources of information/data.
- Ability to work in a team-oriented environment and be a quick problem-solver in various review situations involving county and contractor administration, staff, and/or consumers.
- Excellent technical report writing skills.
- Excellent communication skills, including the ability to properly interact with MHP, DMC-ODS, and DHCS staff of all levels from executive management to line staff and beneficiaries served.
- Technical report writing experience preferred.
- Experience facilitating meetings, focus groups, and / or key informant interviews.
- Experience making presentations in large group settings.
- Excellent computer skills related to MS Word processing.
- Quick thinking and problem-solving skills as needed on-site.
- Superior organizational skills.
- Ability to do extensive travel within California -up to 25% of time.
- Must have a valid CA driver's license and current auto insurance policy. Must have available transportation and ability to commute to various locations other than the assigned office.
- Ability to drive long distance depending on the county being reviewed.
- Ability to travel up to 7,500 feet altitude depending on the county being reviewed.
- Ability to travel by plane depending on the county being reviewed.
- Resident in the State of California.

***NOTE: This job description is not intended to be all-inclusive. Employee may perform other related duties as negotiated to meet the ongoing needs of the organization as directed by the management of the company.***

Salary Range: \$90,000 - \$105,000

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If interested in and qualified for this position, please send resume to:

[careers@bhcegro.com](mailto:careers@bhcegro.com)

**Subject: ISR Position**