



## Quality Improvement Specialist

Since 1987, NRI has been the only national organization working with state agencies, the Federal Government, and other entities to define, collect, and analyze data on public behavioral health systems. NRI is the preeminent organization for collecting performance measurement data from the majority of state psychiatric facilities and some private psychiatric facilities for The Joint Commission and CMS reporting requirements.

NRI is currently seeking an early career **Quality Improvement Specialist** to add to their team of conscientious professionals. The Quality Improvement Specialist provides customer support services to psychiatric hospitals in relation to data and reporting requirements and interpretation of data to inform quality of care. The Quality Improvement Specialist processes monthly batch files, conducts electronic quality edits, conducts on-site quality reviews, and creates reports to facilitate knowledge transfer. The Quality Improvement Specialist works with team members to produce the monthly e-newsletter, monthly educational webinars, and topical special reports related to the integration of performance measures with clinical practice.

### **ESSENTIAL RESPONSIBILITIES:**

Essential and other important responsibilities and duties may include, but are not limited to, the following:

- The Quality Improvement Specialist provides customer support services to psychiatric hospitals regarding data and reporting requirements. In addition, offers quality of care information based on collected data and reports.
- The Quality Improvement Specialist processes monthly batch files and conducts analysis to confirm data integrity. Provides technical assistance to hospitals regarding data formats, consistency and interpretation of reports. Assists hospitals with application of standardized definitions.
- Assist facilities with the implementation of new performance measures by providing data specification and clinical rationale. Also provides compliance assistance by reviewing facilities' data sources and reports. Engages facilities in actively evaluating data sources and processes to ensure comprehensive understanding of definitions and intent of measures.
- The Quality Improvement Specialist works with team members to create new reports and research studies, providing analysis of historical data.
- The Quality Improvement Specialist may assist in the development or modification of programming systems (e.g. project tools).
- Contributes content to monthly e-newsletter and educational webinars to help member facilities stay informed of system updates, environmental considerations such as The Joint Commission and Centers for Medicare and Medicaid Services (CMS), FAQs, and other pertinent information.
- Conducts data integrity reviews for select hospitals. Conducts medical record reviews, compiles final

National Association of State Mental Health Program Directors Research Institute, Inc.

3141 Fairview Park Dr., Suite 650, Falls Church, VA 22042 ■ 703.738-8160 ■ Fax: 703.738-8185 ■ <http://www.nri-inc.org>

report including specific steps for improvement.

**MINIMUM QUALIFICATIONS:**

- Bachelor's degree and at least 2 years of relevant data application required. Ability to prioritize and handle multiple tasks and/or multiple projects simultaneously essential.
- Bring a preferred interest in working with healthcare data to improve patient experience.
- Strong attention to details. Strengths in troubleshooting with customers to ensure both data integrity and positive professional collaboration.
- Experience and skill utilizing complex computer operations and the advanced features of software packages (word-processing, spreadsheet, databases, etc.) required.
- Ability to communicate effectively both verbally and in writing. Demonstrated ability to provide supportive customer service. Experience working in project teams required.

To apply, send your resume and cover letter to: [info@impactHRllc.com](mailto:info@impactHRllc.com)

NRI is an Equal Opportunity Employer