



Title: Quality Specialist- SUD

Position's Role Summary:

North Texas Behavioral Health Authority (NTBH), based in Dallas is responsible for developing a collaborative system of care for children, adolescents and adults with severe mental illness and other serious emotional disturbances, as well as those experiencing a substance use disorder. The Quality Management department is responsible for carrying out Quality Management functions as required per our state contract as a Local Mental Health Authority (LMHA) over Dallas, Ellis, Hunt, Kaufman, Navarro and Rockwall Counties. Functions include but are not limited to quality assurance and improvement activities, conducting periodic and annual audits, addressing complaints and Quality of Care issues with providers, monitoring for compliance of State Mandates. QM functions are carried out consistently and per NTBHA's policies and procedures. This position reports to the Quality Management Manager. This position will require minimal local travel.

Summary of Essential Duties and Responsibilities:

- This position will focus mainly on our substance abuse disorder services.
- Conducts provider clinical audits and internal QA/QM assessments to ensure compliance with organizational policies and mandated HHSC requirements.
- Collaborates with UM/CM staff to identify and resolve quality of care concerns internally or externally with providers that arise during routine performance of their responsibilities.
- Acts as a liaison between enrollees and their treatment providers to resolve concerns. Works closely with providers to resolve issues and to improve quality care and satisfactory customer service.
- Researches and reviews clinical information/treatment records and reports outcomes for committee review.
- Reviews clinical assessments and other treatment record information to determine if there is a deviation from the standard of care for the level of care reviewed.
- Requests provider corrective action plans and monitors compliance related to quality of care concerns. Provides committee follow-up and tracking to ensure issues are addressed and coordinates with Clinical team and Medical Director related to clinical processes.
- Help develop, participate, and monitor Quality Improvement projects per our State Contract and internal initiatives.
- Create, analyze, prepare, and maintain records, files, databases, documents, reports, and correspondence.
- Assists in compiling monthly, quarterly and annual reports of internal and contracted provider monitoring and evaluation activities as required.
- Assists in developing program and/or contract specific monitoring tools initially and revises the tools at least annually or more frequently, as needed.

- Serves as liaison and resource to contracted provider staff regarding anything related to QM functions and/or program information.
- Provides information timely to relevant NTBHA staff or provider staff regarding any identified urgent concerns.
- Ability to analyze relevant data for significant trends, and stays current on best practices for behavioral health services and related health and social services as they affect NTBHA and our contracted providers.
- Skilled at research, data analysis and researching adequate conclusions. Make effective recommendations for plans of action, and assist in implementing them. Resourceful in finding effective solutions or alternatives.
- Constructively and efficiently work with other professionals and staff, community representatives, persons with disabilities, and family members.
- Develop and maintain effective working relations with peers, clients, other agencies, contracted providers, and the public.
- Foster strong, positive, and effective working relationships with inter-agency and intra-agency team members, encouraging and supporting interaction among various team members across organizational lines.
- Serves as an advocate for the member ensuring all resources are aligned to maximize the likelihood that the member will move toward recovery.
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- Organizational Awareness: Demonstrates a comprehensive awareness of the impact and implications of decisions and actions on other areas (departments or clinics) within the agency.
- Attends seminars, training, conferences, and other meetings as assigned.
- This position will perform other tasks as assigned by manager or other NTBHA administrators.

Required Skills & Abilities:

- Possess integrity and compliance – can be relied upon to act ethically
- Ability to work in a fast-paced work environment.
- Be cognizant of the diverse nature of the populations we serve and the individuals we work with, and reflect inclusiveness in our behavior, communications, and in the programs and processes we have developed.
- Ability to learn quickly and adjust work assignments in response to system changes.
- Ability to recognize problems and identify and facilitate solutions.
- Detail and accuracy oriented.
- Exercise good judgement and maintain confidentiality and handle sensitive information with utmost discretion. All positions at NTBHA require the protection of the privacy and security of personal health information as defined in state and federal law.

- Constantly meet established productivity, schedule adherence, and quality standards while maintaining good attendance.
- Communicate effectively and use effective interpersonal skills
- Effectively work in a multi-task environment, prioritizing tasks properly, and completing tasks/projects in a timely manner.
- Proficient in the development of professional oral and written communications.
- • Proficient in computer use/applications commonly used in this field/trade/position including Microsoft Office Software.

Minimum Required Qualifications:

Master's Degree in the human services or related field.

License (LCSW, LMSW, LPC).

Must have two or more years of experience of direct practice in a substance abuse treatment facility.

Quality Management experience a plus.

Familiarity with the Texas Administrative Code (TAC) and Clinical Management for Behavioral Health Services (CMBHS).

Possess and maintains a valid driver's license.

Pass and maintain a clear background record as required for healthcare organization under state and federal contracts.