

COUNTY OF SOLANO
CLASS SPECIFICATION
COMPLIANCE AND QUALITY ASSURANCE ANALYST

Effective Date: April 22, 2014

CLASS SUMMARY:

Under general supervision, reviews, monitors and evaluates program areas within the Department of Health and Social Services with a goal of regulatory compliance and continuous quality improvement.

DISTINGUISHING CHARACTERISTICS:

This class is distinguished from the:

- **Compliance and Quality Assurance Manager** class which serves as chief of the Quality Management and Compliance Division and plans, directs, supervises and coordinates the activities and operations of that division.
- **Deputy Compliance and Quality Assurance Manager** class which conducts compliance reviews and quality assurance studies which are more complex due to the size of the workforce engaged in the program, the complexity of the funding sources, the size, demographics or program requirements of the client base of the program, the complexity of numerous Federal and state laws and regulations, and/or the impact of new laws and regulations. This class also performs lead duties over the Compliance and Quality Assurance Analysts; serves as the Deputy Privacy Officer; and plans, implements, conducts, maintains and evaluates training and communication programs to ensure all employees are educated about the compliance program, Code of Conduct, policies and procedures, and other specific compliance issues.
- **Compliance and Quality Assurance Analyst (Entry)** class which is the entry level class in the series.

SUPERVISION RECEIVED AND EXERCISED:

Supervision is provided by Compliance and Quality Assurance Manager and receives lead direction from the Deputy Compliance and Quality Assurance Manager.

No supervision is exercised over others.

ESSENTIAL DUTIES: This class specification represents the core area of responsibilities; specific position assignments will vary depending on the needs of the department.

- Conducts compliance reviews in accordance with state issued guidelines and internal policies and procedures; reviews documentation to determine compliance with funding sources, criteria, agency policies and procedures, and state and Federal guidelines; conducts reviews of contracts and grants to ensure regulatory and fiscal compliance with Federal and state laws identifies problems/issues or potential problem areas needing corrective action; develops and issues written narrative and statistical reports; in conjunction with program staff, develops and/or revises procedures and operational

guidelines; develops compliance measurement systems designed to evaluate individual progress and/or program effectiveness; conducts and/or coordinates investigations of alleged violations of the compliance-related laws and/or the Code of Conduct and makes recommendations for corrective actions; coordinates findings, issues and recommendations with fiscal oversight staff as well as impacted program staff; and recommends revisions to the compliance program and the Code of Conduct.

- Conducts quality assurance reviews to monitor and evaluate the quality and appropriateness of various service programs; develops and recommends new/revised procedures and/or corrective action plans to resolve service and system issues, to improve customer care systems and to optimize the utilization of resources; meets with employees, supervisors, managers, contractors, service providers, clients, etc. to identify strengths/weaknesses of the organization and consumer satisfaction with services; develops and issues written narrative and statistical quality management reports which includes strategies to meet identified goals and measurement systems to track progress in achieving the stated goals; in conjunction with program staff, develops and/or revises procedures and operational guidelines;
- Provides technical assistance and support to supervisors and staff; participates in staff meetings to discuss, provide information, and elicit support regarding improving regulatory compliance and quality of service; and conducts training and/or other communication programs regarding new or revisions to procedures and operational guidelines resulting from compliance and quality management reviews and to ensure that all employees are educated about the compliance program, Code of Conduct, and related policies and procedures.
- Makes contact with employees in other departments within the county and with employees in other counties and in state and Federal agencies regarding compliance review and quality management activities; and attends training, conferences and meetings of regional and state-wide groups that focus on compliance and quality improvement issues
- Performs other duties of a similar nature or level as assigned.

EDUCATION AND EXPERIENCE:

- **Education:** Bachelor's degree or higher from an accredited college or university with a major in Accounting, Business Administration, Finance, Health Administration, Public Administration, Social Work, or a closely related field.

AND

- **Experience:** Two years of full-time paid experience in a public or non-profit social services or public health agency performing work in one or more of the following areas: regulatory compliance, quality assurance, legal analysis, health law and/or administration, health or social services information management, and/or regulatory investigations of health care.

LICENSING, CERTIFICATION AND REGISTRATION REQUIREMENTS:

- Applicants are required to possess a valid California Driver's License, Class C.
- Employees are required to obtain a Healthcare Compliance Certificate from the Health Care Compliance Certification Board within one year of appointment.

Notes:

- Possession of one of the following valid licenses issued by the State of California may be considered during the rating and/or selection process: Physician; Licensed Psychologist; Licensed Clinical Social Worker; Licensed Marriage, Family and Child Counselor; or Registered Nurse.
- All licenses, certificates and registrations must be kept current while employed in this class.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of:

- Federal and state laws and regulations applicable to the conduct of compliance and quality assurance reviews such as: Health Insurance Portability and Accountability Act (HIPAA), Mental Health, Medicare and Medi-Cal requirements, CalWorks/FoodStamps/CalWIN programs including quality assurance standards; In Home Support Services; and False Claims and Anti-Kickback statutes.
- Health care and social service programs provided counties in the state of California.
- Practices and procedures related to conducting program research and statistical reviews.
- Practices and procedures related to continuous quality improvement.
- Principles and techniques of developing and implementing training programs.
- Funding sources of department programs and services.
- Oral communication techniques to include presentations to groups of various sizes in a positive, inclusive, and motivational manner.
- Customer service techniques for dealing with customers, often in a difficult or confrontational situation.
- English composition, spelling, grammar, vocabulary, and punctuation for both written and oral communications.
- Formats and appropriate terminology for written communications such as business correspondence, policies, procedures and statistical and narrative reports.
- Standard office procedures, practices, equipment, personal computers, and software.

Skill and/or Ability to:

- Research laws, regulations, procedures and/or technical reference materials; analyze, evaluate and interpret the data gathered; draw logical conclusions; develop reasonable and deliverable options, make appropriate recommendations; and implement the resultant change effectively.
- Collect, review, and compile data to establish/identify compliance and/or quality management issues.
- Evaluate program activities, participate in root-cause analysis, problem resolution, or other corrective actions, and recommend policy and program changes.
- Develop and provide effective training to staff on regulatory requirements.

- Manage a variety of simultaneous work projects and carry them through to successful completion.
- Determine the appropriate course of action and demonstrate personal diplomacy in difficult and/or stressful situations.
- Communicate information and ideas clearly and concisely, both orally and in writing.
- Work with and speak to various cultural and ethnic individuals and groups in a tactful and effective manner.
- Establish and maintain effective working relationships with those contacted in the performance of required duties.
- Represent the office in meetings with representatives from various County and non-County organizations, with local businesses, with customers, and/or with the general public.
- Prepare a variety of written communications to include narrative and statistical reports, policies and procedures.
- Maintain accurate records and document actions taken.
- Maintain confidentiality of records and information per pertinent laws/regulations.
- Use modern office equipment to include computers and related software applications.

PHYSICAL REQUIREMENTS :

- **Mobility and Dexterity:** Employees in this class will be stooping, kneeling, reaching, standing, walking, fingering, grasping, feeling (i.e. sense of touch), and performing repetitive motions.
- **Lifting, Carrying, Pushing and Pulling -- Light Work:** Employees in this class will be exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- **Vision:** Employees in this class will need to have close visual acuity, with or without correction, to prepare and analyze data and figures, transcribe, view a computer terminal, read, etc. Employees in this class are also required to have depth perception in order to operate a motor vehicle.
- **Hearing/Talking:** Employees in this class will be required to perceive the nature of sounds at normal speaking levels with or without correction, and have the ability to receive detailed information through oral communication. Positions in this class require the employee to express or exchange ideas by means of the spoken word.

WORKING CONDITIONS:

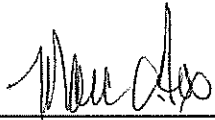
- **Office Work:** Employees in this class will most often be working in an office setting.
- **Work in a Medical Clinic Facility:** Employees in this class may occasionally be working at a medical clinic facility and thus will be subject to exposure to chemicals, toxic agents, blood and other bodily fluids, and communicable diseases.
- **Traffic Hazards:** Employees in this class will be required to operate a vehicle and thus will be subject to traffic hazards while driving.
- **Disruptive/Confrontational Human Contacts:** Employees in this class may be subject to disruptive and confrontational people.

- Working Alone: Employees in this class may be working at night and/or on weekends, and thus may working alone for extended periods of time.

OTHER REQUIREMENTS:

- Background Checks: The County may conduct a background check and a reference check on candidates prior to appointment to a position within this class.
- Independent Travel: Employees in this class are required to travel independently, for example, to perform work at other work sites, to attend meetings with other County employees, to attend meetings with community organizations, etc.
- Hours of Work: Employees in this class may be required to work weekends, holidays, irregular hours, on-call, and after normal business hours.

CLASS HISTORY AND CLASS INFORMATION:



Director of Human Resources

- Date Approved by the Director of Human Resources: April 22, 2014
- Date Class Title Added to the Listing of Classes & Salaries by the Board of Supervisors:
- Date(s) Revised:
- Date(s) Retitled and Previous Titles of the Class:
- Class Code: