



## NORTH SOUND BEHAVIORAL HEALTH ADMINISTRATIVE SERVICES ORGANIZATION

### Position Description

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<b>JOB TITLE:</b>	<b>Quality Specialist</b> ( <i>Western State Hospital Liaison</i> )
<b>REPORTS TO:</b>	<b>Clinical Manager</b>
<b>FLSA STATUS:</b>	<b>Non Exempt, Hourly</b>
<b>CLASSIFICATION:</b>	<b>35</b>

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### **JOB SUMMARY**

This Quality Specialist position supports the North Sound Behavioral Health Administrative Services Organization (North Sound BH-ASO) Clinical Oversight (CO) Team oversight functions such as customer service, care coordination, and risk, quality, and utilization management in accordance with North Sound BH-ASO mission and strategic work plan.

The Quality Specialist (Western State Hospital [WSH] Liaison) is a member of the Clinical Oversight Team, which oversees the utilization of behavioral health services and assures quality of services by evaluating and collating client specific and aggregate data/information from various sources. While all Quality Specialist have shared job functions, this position is assigned:

### **ESSENTIAL SHARED JOB FUNCTIONS**

1. Care Coordinator/Care Management: Review or oversee eligibility based on state-wide Access to Care Standards, medical necessity, level of need, and plan benefit. Specifically coordinate care for individuals with the highest risk, and are multi-system involved in collaboration with providers and families to maximize consumer outcomes in a cost-effective, clinically appropriate, culturally competent manner.
2. Provide customer services to individuals with mental illness, family members, advocates, allied system professionals and the general public to assure people gets the best mental health services available within our system.
3. Coordination and collaboration with DSHS and other community stakeholder agencies (law enforcement, schools, hospitals, county government, etc.)
4. Respond to individual's needs promptly, accurately and with courtesy and respect.
5. Represent North Sound BH-ASO in a positive and appropriate manner to outside entities. Upholds North Sound BH-ASO mission, values, and philosophy.
6. Assure that provider services are delivered in a manner that promotes high quality and in compliance with contractual and professional standards.
7. Work with System Operations Team to develop new programs, policies and practices.

### **ESSENTIAL SPECIALIZED JOB FUNCTIONS**

1. Coordinate transition planning for people leaving WSH or long-Term civil commitments in community hospitals and returning to community living. This includes on site activities at WSH and the following:

- a. Visit WSH and ensure services are provided outlined in the North Sound BH-ASO/WSH working agreement.
  - b. Verifying accuracy of ASO assignment at the time of admission to WSH and coordinating the transfer to the appropriate ASO.
  - c. Documentation in the WSH clinical chart Community Section within 3 days of admission of Community Behavioral Health and ASO involvement and contacts.
  - d. Monitoring and track each individual's recovery while in the hospital including coordination with ward staff and participation in hospital treatment teams and team meeting.
  - e. Document activities in the WSH record at least every 90 days.
  - f. Arrange transition plans for each individual when they are ready to leave the hospital and have met the discharge criteria.
  - g. Coordinate behavioral health services, placement, housing and court orders with community BHA providers, adult family homes and nursing homes.
  - h. Coordinate the establishment of Medicaid and other benefits including the submitting of documents to WSH Patient Financial Services on a timely basis.
  - i. Arrange transportation for placement interviews in the community and at time of transition back to the community.
  - j. Facilitation and monitoring of placement back into the community.
  - k. Participate in monthly North Sound BH-ASO Hospital Discharge Planning Meetings.
  - l. Enter client's status into North Sound BH-ASO Regional Tracking Log
2. Adult Care Coordination including care coordination of services with behavioral health providers and allied systems for individuals with complex needs or individuals experiencing difficulties in obtaining the appropriate intensity or level of services. This also includes the monitoring of individuals with complex needs or groups of individuals to assure they obtain the right amount of services at the appropriate time.
  3. Program Coordination and Monitoring.
  4. Acts as North Sound BH-ASO representative to work groups and committees as assigned.

### **OTHER JOB FUNCTIONS**

1. Attends staff and team meetings, trainings, and seminars as requested.
2. Provides updates and recommendations to the Leadership Team and performs other duties and special projects as assigned.
3. Stays abreast of new developments in the field of Quality Assurance/Utilization Management; and transition planning
4. Performs other duties as assigned.

### **QUALIFICATIONS**

#### **Knowledge of:**

- Knowledge of applicable contracts, standards, laws, rules and regulations such as (HIPAA, WAC, RCW, CFR).
- Knowledge and experience in Utilization Management/Utilization Review, Quality Assurance/Improvement, data collection, statistical analysis and preparation of reports.
- Clinical practice; especially in the areas of care coordination, recovery-driven treatment plans, cultural competence, and evidenced-based practices.

#### **Ability to:**

- Work efficiently and independently, reporting to and consulting with Leadership Team Advisor or other LT Members as appropriate.
- Complete and report on assignments on time in an environment of multiple competing priorities.
- Prepare a variety of correspondence, reports, policies and other written materials.
- Plan and organize with ability to track and meet varying deadlines.
- Analyze issues, understand and apply contractual obligations and legal mandates, summarize findings, and articulate and execute actions steps.
- Interpret relevant information to reduce barriers and resolve problems.
- Work collaboratively with and provide leadership to a wide variety of individuals including coworkers, people with mental health, advocates, public officials, mental health professionals, and the general public.
- Demonstrated leadership skills.
- Communicate effectively, both orally and in writing, including effective presentation skills.
- Demonstrate proficiency with Microsoft Office, including Outlook, Word, Excel, and PowerPoint. Integrating and incorporating use of these and other North Sound BH ASO supported technology tools (i.e. North Sound BH ASO Web Site, electronic files and documents management) for daily work and communication.

**Education and Experience:**

- Master’s Degree in social work, behavioral science, nursing or related field **AND** four (4) years professional level experience in a clinical behavioral health setting.
- Two years’ experience in providing outpatient behavioral health services to adults is required.
- Expertise in working with other special populations is preferred.
- An equivalent combination of education and experience may be considered.

**License and Certification:**

- Current Washington State License in a field noted above (i.e., LICSW, LMHC, and LMFT) is preferred.
- Valid Washington State driver’s license and proof of insurance at the time of hire and vehicle available for work-related travel.

**WORKING CONDITIONS/PHYSICAL DEMANDS**

Work is generally performed in an office environment or at the State Hospital. Duties and involve significant travel to Western State Hospital and other locations to attend meetings and conduct work. Travel outside local area may be needed to attend seminars or conferences. Duties may include occasional evening meetings. Position requires sitting in meetings or at a desk or computer for extended periods. On occasion, duties will require carrying of supplies/materials up to 15 pounds from vehicle to building for meetings and presentations. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

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*The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.*