Quality Measurement Lead

The Evaluation Team at North Carolina Medicaid is recruiting for a full-time position, Quality Measurement Team Lead. The position description is attached.

- Quality Measurement Team Lead: $46 - $56/hr depending on qualifications

How to apply: Interested applicants should send a resume and *brief* cover letter to jekisha.elliott@dhhs.nc.gov and CC: hannah.fletcher@dhhs.nc.gov, Jaclyn.m.karasik@dhhs.nc.gov. Please submit application materials as PDFs and use the following naming convention: LAST_FIRST_Resume.pdf and LAST_FIRST_Cover_Letter.pdf

Deadline: This job posting will close at 5 pm on Tuesday, July 30th, 2024.

More about NC Medicaid's Evaluation Team: North Carolina Medicaid provides health coverage to approximately 2.9 million low-income adults, children, pregnant women, seniors, and people with disabilities. The Evaluation team supports this mission by overseeing quality measurement, federal-facing monitoring, data collection, and internal and external evaluation. Our work is primarily concerned with creating mechanisms to oversee:

- health plan and provider performance
- the quality of care provided to beneficiaries
- the health outcomes experienced by beneficiaries
- disparities in health care quality and health outcomes
- the efficacy of policies and programs intended to improve health care quality and health outcomes

Job Description:

The Quality Measurement Lead is responsible for overseeing all quality measurement activities across the Division of Health Benefits (DHB). This includes managing the design, development, and analysis of quality measures and performance improvement processes for program evaluation as part of the larger Quality, Population Health, and Evaluation (QPHE) Team. The Quality Measurement Lead serves as the subject matter expert on quality measurement activities, working closely with QPHE and across business units to provide guidance and ensure alignment with national standards and best practices.

Responsibilities include, but are not limited to:

- Managing a Quality Measurement Team that consists of Quality Measurement Evaluators and Student Evaluator(s)
- Updating and maintaining NC Medicaid's Annual Technical Specifications for Health Plans based on changes from measure stewards, updates to quality-measure related guidance/policy, and/or changes to measure sets
- Working with the Department's External Quality Review Organization (EQRO) on key activities including Performance Measure Validation, Performance Measure Calculation, Network Adequacy Validation, and Primary Source Measure Validation
- Owning the production of the Annual Quality Report, the Annual Health Equity Report, the Annual Access to Care Report (Managed Care), the Annual Technical Report, and the Annual Health Plan Report Card in partnership with the EQRO

• Developing Access Monitoring Review Plans in accordance with federal regulations at 42 CFR 447.203 and 447.204
• Developing templates, collecting, and analyzing plan-reported annual quality measurement data in the operational report QAV007, submitted via the PHP Contract Data Utility (PCDU) • Providing ad-hoc quality measurement data and support across the North Carolina Department of Health and Human Services (NC DHHS) for use in dashboards, reports, etc.
• Coordinating with DHB's Business Information and Analytics (BIA) team to create and maintain a public-facing quality measure dashboard that can be used by internal and external stakeholders to monitor performance on key metrics
• Delivering aggregate line-of-business and plan-specific quality measure results, setting plan performance targets, and monitoring/measuring disparities for populations of interest • Sharing summary performance on metrics in the Advanced Medical Home (AMH) Measure Set to serve as a reference for AMHs and Health Plans as they negotiate value-based payment arrangements/performance incentives
• Providing public comment on proposed changes to quality metrics
• Supporting the health plans with quality measurement related asks by attending Quality 1:1 calls and responding to questions
• Creating quality measure fact sheets for public consumption and developing a communication strategy for sharing quality measure results more broadly
• Developing and maintaining home-grown quality measures specific to the NC Medicaid population (e.g., Rate of Screening for Health-Related Resource Needs, Rate of Screening for Pregnancy Risk, etc.)
• Providing quality measurement support across various workstreams including: Foster Care, the Standard Plan Withholds Program, North Carolina Integrated Care for Kids (NC InCK), Healthy Opportunities Pilots, Care Management for At-Risk Children (CMARC), Care Management for High-Risk Pregnancies (CMHRP), etc.
• Collaborating with the Area Health Education Center (AHEC) to work with providers and practices in an effort to improve quality measure performance
• Collaborating with the North Carolina Health Information Exchange Authority (NC HIEA) in an effort to leverage NC HealthConnex for digital quality measurement and improve data quality and data exchange
• Presenting quality measurement performance, strategies to improve performance, and the long term vision for digitization of quality measures to internal and external stakeholders

Job Requirements:

• A Master's Degree in Public Health, Social Work, Healthcare Administration or similar preferred • Highly proficient with Microsoft Office tools (Excel, Word, PowerPoint)
• Highly proficient with common tools used for quality measurement (Tableau, Cognos, CareAnalyzer, Flexible Analytics, Quality Compass)
• Experience with statistical software such as Stata, SAS, or R
• Thorough understanding of North Carolina Medicaid's transition to managed care and the various state models and programs (e.g., AMH Program, NC InCK, Healthy Opportunities Pilots,

Standard Plan Withholds Program, and others)

• Extensive knowledge of national and standard health and quality of care measures (NCQA HEDIS Measures, CMS Medicaid and CHIP Adult and Child Core Measures, AHRQ Indicators, and others) • Understanding of federal interoperability requirements, advancements in the interoperability of healthcare data, and the resources necessary to effectively transition to digital quality measurement

• Familiarity with North Carolina's Health Information Exchange (NC HealthConnex), Fast Healthcare Interoperability Resources (FHIR) standard, and the Medicaid Enterprise System (MES)

• Demonstrated skill in creating and maintaining collaborative working relationships with internal and external stakeholders

• Demonstrated ability to interpret complex data, data sets and other information to identify and communicate trends and probably outcomes

• Excellent critical thinking, problem solving, and project management skills

• Flexibility to adapt to shifting priorities and short-term deadlines

• Demonstrated ability to communicate complex material in a clear and concise manner, both verbally and in writing

Interested applicants should send a resume/CV and brief cover letter to jekisha.elliott@dhhs.nc.gov and CC: jaclyn.m.karasik@dhhs.nc.gov, hannah.fletcher@dhhs.nc.gov

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