



## POSITION DESCRIPTION

**POSITION TITLE:** Information Resource Project Manager      **DATE:** July 2008

**DEPARTMENT:** Health Services      **STATUS:** Exempt

**REPORTS TO:** Director of Quality & Decision Support

**SUPERVISES:** None

### Position Objective

To assist in the development and implementation of solutions to meet on-going strategic objectives; to collaborate with customers to implement processes to achieve and monitor operational quality and efficiency; to supply information for strategic decision-making; oversight and planning to stimulate operational improvement.

### Nature and Scope

This position is responsible for: providing customer-focused project management services by promoting data integrity through development and improvement of methods to collect data; identifying and/or developing intuitive easy-to-use self-service point and click applications to increase the effectiveness of clinical quality oversight systems; overseeing the development and maintenance of processes and tools for measuring performance over time; performing basic and complex analyses to monitor health care quality and fiscal soundness; to support compliance with regulatory reporting standards and continually stimulate organizational improvement.

Primary internal contacts include: Deputy Director of Operations; Chief Medical Officer, Director of Pharmacy Services, the staffs of Health Services, Provider Services and IT, and other CenCal Health staff as necessary.

Primary external contacts include: RBM and PBM staff, health care providers, and industry-related vendors and organizations.

### Qualifications

This position requires: a Bachelor's Degree, with 3 years of progressively responsible experience in the management and/or quality assessment of managed care programs, or a combination of academic, professional or work experience that demonstrates

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ability to perform the duties of the position; significant project management and leadership skills; significant experience analyzing data from complex databases in an HP/Oracle computing environment using PC-based software applications; strong analytical skills; excellent written and verbal communication skills; ability to function independently in a fast-paced environment and manage multiple priorities. An understanding of Medi-Cal, the National Committee for Quality Assurance accreditation standards and quality measurement/HEDIS methodologies is strongly preferred, as is experience in quality management and information systems. Professional certification in a managed care discipline (UM, QM, NCQA, etc.) is desirable.

**Deleted:** ability to design and write programming to copy and analyze data from mainframe computer systems;

**Deleted:** from complex databases in an HP/Oracle computing environment

**Deleted:** strong analytical skills;

### Special Requirements

Must be able to travel outside the office and/or attend meetings both during and after normal work hours, both at or away from the worksite; must have a current valid driver's license with a clean driving record.

### Principal Responsibilities

% of time Essential:

- 40% 1. Provide customer-focused project management and analyses services to CenCal Health's Senior Leadership.
- 30% 2. Collaborate with CenCal Health management to support tracing of industry standard process and outcome indicators, identification and elimination of barriers to improvement, and identification of appropriate interventions.
- 10% 3. Instruct staff in the use of decision support tools to independently analyze and use data to stimulate and achieve improvement.
- 10% 4. Represent Decision Support on inter-departmental project teams as required to improve organizational quality; lead activities to implement strategic tactics and achieve strategic objectives.
- 10% 5. Verify data gathering processes and the accuracy and validity of analyses provided to internal and/or external customers.

Secondary:

- 6. Other duties and projects as requested by the Director of Decision Support.
- 7. Adhere to all CenCal Health employee policies and procedures, and meet required performance standards.

Note: the job duties, elements, responsibilities, skills, functions, experience, educational factors and requirements and conditions listed in this position description are representative only and not exhaustive of the tasks that an employee may be required to perform. CenCal Health reserves the right to revise this position description at any time.