

TOMPKINS COUNTY CIVIL SERVICE EXAMINATION

Inclusion Through Diversity



OPEN TO THE PUBLIC

Tompkins County Department of Human Resources Office
125 E. Court Street
Ithaca, NY 14850
(607) 274-5526

Tompkins County is an Equal Opportunity/Affirmative Action employer. Minorities and women are encouraged to apply

TITLE: Quality Assurance and Improvement Coordinator

EXAM NO: 62891

SALARY: \$28.90/hr - 2017 Hire Rate

EXAM DATE: 01/20/18

ISSUE DATE: 12/07/17

THE FINAL DATE TO FILE APPLICATIONS: 12/22/17

DATE THAT THIS ANNOUNCEMENT SHOULD BE REMOVED FROM POSTING: 01/21/18

RESIDENCY: : Candidates must have been legal residents of Tompkins County or one of the six adjoining counties (Cayuga, Chemung, Cortland, Schuyler, Seneca, Tioga) for at least one month immediately preceding the date of application and maintain residency. For Examinations: The eligible list resulting from the examination will be established in accordance with the final earned numerical ratings of passing candidates regardless of residence. A municipality or district may exercise its right under section 23-4-a. of Civil Service Law to request a certification of eligible candidates who have been residents of that municipality or district for at least one month prior to appointment. After the names of residents have been exhausted, Tompkins County must then certify the names of non-residents on the list.

THE USE OF A QUIET HAND-HELD CALCULATOR IS ALLOWED FOR THIS EXAMINATION.

LOCATION OF POSITIONS/VACANCIES:

There is currently one full-time position in the title of Quality Assurance and Program Coordinator located at the Tompkins County Mental Health Department. The eligible list resulting from this examination may be used to fill any full-time, part-time, or temporary vacancies that may occur during the life of the eligible list.

MINIMUM QUALIFICATIONS:

- (a) Graduation from a regionally accredited or New York State registered four year college or university in Business Administration, Business Management, Public Administration, Accounting or a related field **AND** two years of experience in a senior account clerical title, an administrative title, as an auditor or similar title which included experience in at least one of the following areas: performing statistical or data analysis, performing project management, process analysis or fiscal analysis; **OR**
- (b) Graduation from a regionally accredited or New York State registered two year college with an Associate's degree in Business or Public Administration, Accounting or a related field **AND** four years of experience in a senior account clerical title, an administrative title, as an auditor or similar title which included experience in at least one of the following areas: performing statistical or data analysis, performing project management, process analysis or fiscal analysis; **OR**
- (c) Graduation from high school or possession of a high school equivalency diploma **AND** six years of experience in a senior account clerical title, an administrative title, as an auditor or similar title which included experience in at least one of the

following areas: performing statistical or data analysis, performing project management, process analysis or fiscal analysis; **OR**

(d) Any combination of training and experience equal to or greater than that defined above.

SPECIAL REQUIREMENT: The applicant must possess a valid New York State Class D drivers license at the time of application and maintain such license for the duration of employment.

DISTINGUISHING FEATURES OF THE CLASS:

This is an administrative position responsible for development, planning and coordination of the administrative, quality assurance, security, compliance and fiscal areas of the Mental and Public Health Departments. The incumbent will function as the administrator of the departmental electronic health record operating systems and will oversee and track mandated Clinical Quality Measures. Further, the incumbent will develop the internal policies and practices to comply with regulatory quality and efficacy programs as defined by the NYS Office of Mental Health and the Department of Health. The incumbent will also function as the local administrator for the Regional Health Information Organization (RHIO), an electronic health information exchange for clinical providers for both departments. The incumbent will supervise and provide administrative support for the electronic Billing and Operating functions in both the Mental and Public Health Departments. The incumbent will also be responsible for the implementation of improved business practices and clinical technical assistance projects. The incumbent will exercise high autonomy and will provide supervision over ongoing, permanent work groups and all activities associated with departmental operating systems.

The incumbent will create reports and other relevant tools to analyze fiscal, quality improvement and clinical quality measurements in order to measure clinical outcomes and productivity, evaluate fiscal viability, improve fiscal and clinical work flows and ensure that objectives are met and to improve overall reporting capability. The incumbent will identify trends through department wide data analysis and make policy and procedure recommendations to Department Head and/or their designee to improve efficiencies and quality of service. All work in this title is performed under the general supervision of the Department Head and/or their designee.

The work involves considerable demands from extremely tight deadlines generated by regulatory mandates. High interpersonal skills are necessary in order to plan and coordinate inter-departmental cooperation and collaboration across a diverse range of professionals. Internal contacts are across departments and affect the development and implementation of projects or issues. External contacts include communication and negotiation with contractual service providers, suppliers, technology vendors and regulatory entities necessary to develop and deliver programs and services. Patient/client contact may be a necessary function of this position. The work environment has minimal exposure to disagreeable conditions and the employee's risk level is low. The work primarily involves utilizing standard computer hardware and software and requires a high level of operating knowledge and skill to output the requisite reports accurately and efficiently. A high level of operating knowledge is also required for configuration and administration of the Electronic Health Record. The nature of this position is such that it does require considerable visual effort on a day-to-day basis. However, the employee's physical effort is minimal.

TYPICAL WORK ACTIVITIES:

- Administers, initiates and manages team responsible for process mapping, work flow analysis, and full implementation of the Electronic Health Records program
- Functions as the liaison between the Department Head and Vendors and serves as the ongoing administrative oversight of the Electronic Health Records program;
- Supervises and administers support for the Billing and Operating functions in both the Mental and Public Health Departments.
- Functions as liaison and support for joint projects between the Mental and Public Health Departments;
- Functions as liaison to Electronic Health Record vendor to communicate and resolve system problems;
- Oversees the electronic health record internal processes, such as work flow and documentation, ensuring the meeting of all HIPAA, Compliance and State Licensing regulations;
- Oversees, troubleshoots and acts as the system administrator for the ongoing operation of the electronic health record system;
- Works with staff and vendors to define/develop the architecture necessary to automate current work flow and processes;
- Manages and coordinates the implementation and initial and ongoing staff training for the electronic health record project and other Department wide initiatives;
- Supervises work groups and projects aimed at improving Departmental efficiency and customer service;
- Generates statistical and narrative reports necessary to measure outcomes;
- Creates and maintains databases to record and report on data in a meaningful way to clinicians, psychiatrists, care managers, nurses and administrators;

- Participates in NY State sponsored Clinical Technical Assistance programs that are designed to assist Mental Health Clinics to strengthen fiscal viability.

KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:

- Thorough knowledge of work flows, billing, processes and practices of a health care organization;
- Thorough knowledge of policies, laws and regulations affecting Mental Hygiene and Health activities;
- Thorough knowledge of computer operations with regard to database, spreadsheet and word processing applications;
- Thorough knowledge of the principles and practices of regulatory compliance;
- Thorough Knowledge of Clinical Quality Measures;
- High interpersonal skills necessary to work well with colleagues, other county departments, service providers and community groups;
- Strong ability to work independently and autonomously;
- Ability to promote and facilitate multi-disciplinary collaborative teamwork;
- Ability to facilitate planning processes, understand how systems work, develop work plan and create timelines for implementation of projects;
- Ability to define priorities and resolve problems that may occur;
- Ability to prepare and present ideas clearly and concisely, both orally and in writing;
- Ability to develop and implement new operating procedures, methods, and policies;
- Ability to analyze, prepare, format and present data in a variety of complex statistical reports;
- Ability to follow complex verbal and written directions;
- Good judgment, accuracy, integrity, resourcefulness, and tact are required;
- The employee's physical and mental condition shall be commensurate to the demands of the position.

PHYSICAL, MENTAL AND ENVIRONMENTAL DEMANDS:

The employee must be able to sit for extended periods of time within a standard eight-hour work day. Other types of physical effort are minimal with the exception of the occasional requirement to lift boxes of office supplies and paper goods up to twenty pounds. The incumbent's visual acuity must be sufficient to enable him or her to see and accurately work with information on a computer screen and be able to satisfactorily perform the essential functions of this job. The employee's hearing must be sufficiently acute to enable him or her to hear, understand and carry out verbal instructions. The employee must have the physical ability to manipulate a computer keyboard and other types of office equipment. These fine motor skills include adequate hand/eye coordination and the full use of fingers, hands and arms to perform the essential functions of this job. Environmental factors include the ability to work closely and cooperatively in close physical proximity with others. He or she may occasionally be required to work alone. Almost all work is performed indoors in a temperature controlled environment, so excessive heat, cold, humidity, noise, etc., are not factors that are significant to this job. The employee may at times be asked to drive to get to remote locations, or otherwise demonstrate the ability to meet the limited transportation requirements of this job.

Originally created: 03/11/16

Q2.docx

Complete Scope of the examination and Expanded subtest descriptions:

1. Evaluating health care

These questions test for knowledge of medical symptoms, diagnoses, treatments, and federal and New York State quality assurance standards and discharge planning; for the ability to apply this knowledge to given situations; and for the ability to evaluate client care and treatment.

2. Medical, psychiatric, developmental conditions and treatments

These questions will test for knowledge in areas such as: acceptable treatments and standard medical alternatives; symptoms, tests, procedures, and treatments associated with specific diagnoses; evaluation of the appropriateness of treatment methods; characteristics of the various populations diagnosed with mental illness or intellectual/developmental disabilities.

3. Preparing written material

These questions test for the ability to present information clearly and accurately, and to organize paragraphs logically and comprehensibly. For some questions, you will be given information in two or three sentences followed by four restatements of the information. You must then choose the best version. For other questions, you will be given paragraphs with their sentences out of order. You must then choose, from four suggestions, the best order for the sentences.

4. Understanding and interpreting health records and reports

These questions test for the ability to read, interpret, and apply information used in evaluating health care. You will be required to read and interpret selections from medical records and reports; laws, rules, and regulations relating to health care; and/or narratives on health-related topics.

The New York State Department of Civil Service has not prepared a test guide for this examination. However, candidates may find information in the publication "How to take a written test" helpful in preparing for this test. This publication is available on line at: www.cs.ny.gov/testing/localtestguides.cfm

FURTHER INFORMATION AND INSTRUCTIONS

Falsification of any part of the "Application for Employment" will result in disqualification.

Accepted candidates will be notified when and where to appear for the examination. If you do not receive your notice to appear at least three days before the date of the written examination, call Tompkins County Department of Human Resources at 274-5526. If an application is disapproved, due notice will be sent. This department does not make formal acknowledgment of the receipt of an application or take responsibility for non-delivery or postal delay.

Applicants must answer every question on the application form and make sure that the application is complete in all respects. Incomplete applications will be disapproved.

ACTIVE MILITARY PERSONNEL, VETERANS OR DISABLED VETERANS desiring to claim additional credit will request the Veterans Credits application form, at any time between the date of application for examination(s) and the date of the establishment of the resulting eligible list. You must meet the requirements set by NYS for these credits and they may be used only once. **YOU MAY NOT CLAIM ADDITIONAL CREDITS AFTER THE ELIGIBLE LIST HAS BEEN ESTABLISHED. IT IS THE CANDIDATE'S RESPONSIBILITY TO REQUEST THE VETERANS CREDIT APPLICATION FORMS AND TO SUBMIT THESE FORMS AND ANY SUPPORTING PAPERWORK BEFORE THE ELIGIBLE LIST IS ESTABLISHED.**

Tompkins County's written examinations are prepared and rated by the New York State Department of Civil Service in accordance with Section 23-2 of Civil Service Law. The provisions of the New York State Civil Service Rules and Regulations, which deal with the rating and review of the examinations apply.

The duration of the eligible lists may be fixed for a minimum of one and a maximum of four years and may be extended beyond four years if there has been a restriction against the filling of vacancies in that title.

The candidates must complete a separate "Application for Employment" for each open-competitive and/or promotional examination that the candidate is eligible to take.

All experience required meeting the acceptable training and experience is full-time experience. (Part-time experience will be credited on a prorated basis).

Appointment from an eligible list must be made from the top three candidates willing to accept the appointment.

Tompkins County is an Equal Opportunity Employer. As part of its efforts to provide employment opportunities to the physically handicapped, Tompkins County Civil Service has adopted a rule permitting the employment of qualified physically handicapped persons without competitive examination (pursuant to Section 55 of Civil Service Law). If you meet the minimum qualifications for this position and wish to know more about this rule, please contact the Tompkins County Department of Human Resources Office.

Unless otherwise notified, candidates are permitted to use quiet, hand-held, and solar or battery powered calculators. Devices with Typewriter Keyboards, Spell Checkers, Personal Digital Assistants, Address Books, Language Translators, Dictionaries or any similar devices are prohibited. You may not bring books or other reference materials.

CROSS-FILING - APPLYING FOR CIVIL SERVICE EXAMINATIONS IN MULTIPLE JURISDICTIONS WHEN EXAMINATIONS ARE SCHEDULED ON THE SAME DATE: When applying for examinations across multiple jurisdictions - all of which are scheduled on the same day - you must submit a Tompkins County Cross-Filing Form. This form must be submitted no later than 4:30 PM on the final filing date of the examination. On this form, list each examination that you are taking and then tell us where you would like to sit. The purpose is to ensure that all of the test materials for the various examinations that you are taking will be available in one location. If you do not provide the cross-filing form to us by the final filing date, we cannot ensure that we can accommodate your desire to cross-file. If any of the examinations are State level examinations, you must sit at the State test center. You will still need to complete the Tompkins County cross-filing form. If sitting at the State site, the State will notify you of when and where to report for your examination(s) and you should bring all admittance letters to the State site. If you are not taking a State examination, bring all admittance letters to your chosen testing site. If you have any question please call Tompkins County Department of Human Resources Department (607) 274-5526. The Cross File form is located at <http://www.tompkins-co.org/personnel/CivilSrvForms/index.html>

FOR RELIGIOUS ACCOMMODATION AND HANDICAPPED PERSONS: If special arrangements for testing are required, please indicate this on your application.

ALL CANDIDATES FOR EMPLOYMENT FOR POSITIONS IN SCHOOL DISTRICTS AND BOCES GOVERNED BY TOMPKINS COUNTY CIVIL SERVICE MAY HAVE THE FOLLOWING SPECIAL REQUIREMENT. PER CHAPTER 180 OF THE LAWS OF 2000, AND BY REGULATIONS OF THE COMMISSIONER OF EDUCATION, TO BE EMPLOYED IN A POSITION DESIGNATED BY A SCHOOL DISTRICT OR BOCES AS INVOLVING DIRECT CONTACT WITH STUDENTS, A CLEARANCE FOR EMPLOYMENT FROM THE STATE EDUCATION DEPARTMENT IS REQUIRED.

In conformance with Section 85-a of the Civil Service Law, children of firefighters and police officers killed in the line of duties shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of firefighter or police officer killed in the line of duties in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit has a minimum of two months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.

BACKGROUND INVESTIGATION: Applicants may be required to undergo a State and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification.

TOMPKINS COUNTY PERSONNEL DEPARTMENT, 125 EAST COURT STREET, ITHACA, NY 14850