JOB DESCRIPTION
Vice President, Quality Assurance

SUMMARY:
This fulltime exempt level position will report directly to the division President of Clinical Review for Altegra Health. The position can be based at any Altegra Health office location (strong preference for Alpharetta, GA) or be remote/home office based. The VP, Quality Assurance designs, develops, implements and monitors the effectiveness of the long, mid, and short term strategies to ensure improved quality of all aspects of Chart Retrieval and Clinical Review, including Retrieval Processes, and Coder and Abstraction services to Altegra Health’s Clients. Interfaces with executive leadership, both internally within Altegra, and externally with Altegra’s clients.

Responsibilities:
- Designs, implements, and tracks the success of a Quality program driven by statistics and analytics that ensures Altegra Health is able to meet the high quality standards committed to its clients
- Monitors the teams within the business units who are directly responsible for conducting quality control audits related to field reviewer activities, scheduling activities, coding and abstraction services, identifies skill gaps, and partners with Training to fill the gaps.
- Is the subject matter expert on quality initiatives for both internal and external purposes. Maintains an awareness of and, adjust as necessary, to internal and external market conditions that impact the delivery of services.
- Keeps abreast of and ensures executive management are aware of issues and concerns that impact Altegra’s clients and employees, providing solutions to address identified issues.
- Other duties may be assigned

Qualifications:
- BA/BS degree or above in a related field
- Certified Quality Engineer or Manager
- Lean/Six Sigma training
- 10-15 years experience in directing quality management systems
- Experience in the Healthcare industry including experience with coding and abstraction of patient records.
- Implementation of improvement initiatives and preventative quality techniques
- Demonstrated leadership track record related to quality cost reduction and customer satisfaction
- Experience working in a matrixed environment with experience influencing non-direct reports to implement outcomes.
- Knowledge of quality and process improvement measures such as six sigma
- Knowledge of developing processes and adjusting according to the changing needs of the business
- Strong communication and relationship building skills.
- Exceptional problem solving, attention to detail, and investigatory skills.
- A laser focus on quality – doing things the right way - and an ability to influence others to do the same.
- Ability to manage outcomes through other teams, even when the team does not directly report to this role.