



## **FMQAI Job Description**

**Job Title:** Executive Director  
**FLSA Status:** Exempt  
**Prepared Date:** January 2010

### **SUMMARY**

The Executive Director, reporting to FMQAI's Executive Vice President, participates in organizational leadership functions and collaborates with FMQAI management team, along with daily interactions with healthcare providers, Medicare beneficiaries and/or their representatives. The Executive Director will also have a thorough applied knowledge of medical record review, document management and processing, data verification and contract communication(s). Responsible for the ongoing, effective and efficient operation of the Quality Improvement Organization (QIO) Service areas of FMQAI, to include federal, state and local contracts.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

The responsibilities listed below constitute an initial list of tasks that may be modified or expanded as necessary by the organization to maintain negotiated contractual obligations.

1. Provide direction to the team directors and other senior staff, including supervision, training, and mentoring
2. Ensure effective and efficient interactions between QIO Services, all teams, and senior management.
3. Reviews QIO deliverables across all contracts, ensuring timeliness and accuracy.
4. Ensures contract reviews and quality assurance procedures are in place and implemented.
5. Develops, implements and maintains sound business practices.
6. Review and approve time, cost and resource assumptions in business development proposals.
7. Explain and report profit and loss figures for various contracts.
8. Ensures QIO Service area meets or exceeds budgeted financial objectives, including margin.
9. Develops and meets revenue and other financial goals for team.
10. Identifies partnership opportunities and provides leadership and guidance in all aspects.
11. Takes a lead role in monitoring the identification and development of strategic goals.
12. Involves, as appropriate, senior management in order to achieve goals.
13. Expands and maintains long-term relationships with partners/clients.
14. Manages business development on a strategic level for area.
15. Ensures team is well informed, at all times, of changes and news within the company.
16. Effectively communicates relevant team information to superiors and QIO project directors.
17. Handles difficult personnel situations directly, using appropriate discretion and respect for the individuals involved.
18. Promotes FMQAI through speaking engagements at industry conferences and local business organizations.
19. Develop and review ISO processes related to QIO protocols.
20. Provide input and leadership for general corporate initiatives, such as those related to work processes and managing growth.
21. Responsible for the conduct of the QIO Services area and assumes all legal responsibility for adopting, implementing, enforcing and monitoring adherence to company policies.
22. Provides overall management of clinical, regulatory, administrative and financial direction of the QIO Service area and assumes final responsibility for all activities.

23. Participates in all programs and enforces all policies relating to performance and career development planning.

## **QUALIFICATIONS**

Demonstrate the ability to work effectively with staff, external providers and/or community groups. Reinforce a team approach throughout various contracts. Supports and solicits input from team members at all levels within the organization. Consistently communicates effectively with customers to identify the needs and evaluate alternate business solutions and strategies while seeking to continue to define ways to increase customer satisfaction and deepen client relationships. Provide senior level resolution to client issues.

## **EDUCATION AND/OR EXPERIENCE**

A minimum of a Master's degree in health-related field with a minimum of ten (10) years of management experience in healthcare and/or quality improvement is required. Clinical experience preferred. Ability to travel and provides excellent written and verbal communication skills.

## **OTHER QUALIFICATIONS**

Must be able to read, analyze and interpret medical records, professional journals, technical procedures, and government regulations. Must be computer literate, able to type proficiently and to navigate various CMS-approved databases. Able to define problems, collect data, establish facts and draw valid conclusions. Experience in medical record review, utilization management and case management

## **LANGUAGE SKILLS**

Must possess the ability to read, analyze and interpret complex medical cases and raise cogent medical issues/concerns; must respond effectively to the most sensitive inquiries or complaints and possess the ability to articulate their case review finding and write reports and business correspondence, and produce manuals. Must be able to effectively present information and respond to questions from groups of managers, beneficiaries and the general public.

## **MATHEMATICAL SKILLS**

Ability to define problems, collect data, establish facts and draw valid conclusions and, possess the ability to interpret an extensive variety of technical instructions in mathematical or diagram form. Has the ability to deal with several abstract and concrete variables.

## **CERTIFICATES, LICENSES, REGISTRATIONS**

n/a

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an associate to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this position, the associate is regularly required to use hands and fingers to handle and feel; to reach with hands and arms and to talk and hear. The associate is frequently required to stand, walk and sit. The associate must regularly lift and/or move up to 10 pounds and occasionally lift

and/or move up to 25 pounds. Specific vision abilities required by this job include close and distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an associate encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

### **DISCLAIMER**

This is not necessarily an exhaustive list of all responsibilities, skills, duties, requirements, efforts, or working conditions associated with the position. While this is intended to be an accurate reflection of the current position, management reserves the right to revise the position or to require that other or different tasks be performed when circumstances change (e.g., emergencies, changes in personnel, work load, rush jobs or technological developments).