

DIRECTOR OF QUALITY ASSURANCE

InSight + Regroup – Quality

Organization Overview

InSight + Regroup is the leading and largest telepsychiatry service provider in the US with a mission to transform access to quality behavioral health care. InSight + Regroup serves hundreds of organizations and individuals in various settings across the continuum of care with its on-demand, scheduled services and direct-to-consumer (Inpathy) divisions. Given its size, diversity of services and extensive experience and expertise, InSight + Regroup is uniquely positioned to enable scalable telepsychiatry programs across the care continuum. As an industry thought leader, InSight + Regroup has helped shape the field, define the standard of care and advocate for improved telepsychiatry-friendly regulations. To learn more, visit www.InSightTelepsychiatry.com and www.RegroupTelehealth.com.

Position Summary

InSight + Regroup is seeking a Director of Quality Assurance for our growing quality department. In this role, the incumbent will improve and oversee the day-to-day activities of a dynamic quality assurance program. A successful candidate is a strong leader that is extremely comfortable managing both people and processes via quantitative and qualitative data. This individual will regularly receive direction from clinical leadership and will be a critical part in delivering feedback and effectuating change in the performance of physicians and other licensed clinicians. The ideal candidate will be personable and excellent at strategic communications around quality-related issues. This is both a leadership position and a hands-on opportunity to deliver results directly. The position will report to the Chief Medical Officer and will regularly collaborate with medical affairs, operations, recruitment, and clinician engagement to deliver end-to-end solutions for quality assurance and improvement.

Job Responsibilities

- Oversee a comprehensive quality assurance program including clinical quality, performance and productivity, satisfaction, and a peer review program
- Partner with clinical leadership to define, document, and deliver clinical excellence, including the creation and maintenance of clinical standards, guidelines, policies, and procedures
- Benchmark quality and performance results against industry norms and practice standards
- Directly manage a team of clinical quality specialists conducting chart review and clinical performance review
- Deliver regular reports with actionable plans to operational and clinical leadership about their respective clinicians and customers
- Directly deliver and support the delivery of feedback to individuals about their performance against standards and expectations
- Partner across the practice to build and deliver solutions to challenges identified by quality monitoring activities

- Design and manage an effective peer-to-peer review program for clinicians
- Manage relationships with vendors providing quality-related tools
- Support Chief Medical Officer and Medical Directors in accomplishing their objectives
- Design and manage sentinel event response planning and prevention initiatives
- Constantly support compliance goals and initiatives
- Prepare and deliver regular reports to executive leadership and the board of directors or its committees

Job Requirements

- Clinical background in nursing or clinical social work
- Five years of experience within healthcare quality
- Three years of exceptional people management leadership capabilities within healthcare
- Multiple years of experience working directly with clinicians; psychiatrists preferably
- Advanced experience and high comfort level with healthcare and business software including multiple EMRs, e-prescribing systems, project management and performance dashboards
- Incessant drive to improve
- Accountable and self-starter
- Proven analytical, evaluative and problem-solving abilities
- Proactive orientation to create solutions
- Team orientation
- Thrive in a dynamic and regularly changing environment
- High level of organization, attention to detail and time management skills
- Initiative and good judgment
- Strong written and verbal communication skills
- Effective communication through all mediums, including video

Ideal Candidate

- Master's degree in a relevant field preferred
- Comfortable both taking direction from clinicians and delivering guidance to clinicians
- Previous customer facing experience
- Previous experience working as part of a remote team

Logistics

- Position available immediately
- Position based in Mt. Laurel, NJ
- Full-time Employment
- Reports to Chief Medical Officer
- FLSA Status: Exempt

To apply, please send your resume and customized cover letter to careers@in-sight.net.