

Overview:

The Director of Survey Operations will play a crucial role in driving excellence and innovation across client management, survey design, planning, execution, analysis and report writing, stakeholder collaboration, and continuous quality improvement. This multifaceted leadership position requires a strategic and collaborative professional who can foster strong client relationships, oversee the development of impactful survey instruments, provide expert interpretation of data insights, and drive continuous improvement initiatives. The successful candidate will be instrumental in ensuring the highest level of service delivery, meeting client expectations, and enhancing QMetrics' reporting and analysis capabilities. The primary responsibilities of this position include ensuring that all methodology and survey scripts are finalized prior to client meetings, internal and external timelines are met and that there are effective quality assurance processes implemented across all steps of QMetrics surveys operations.

QMetrics current survey activities include:

- California (CA) Department of Managed Health Care (DMHC) required Provider Appointment Availability Survey (PAAS)
- CA DMHC required Provider Satisfaction Survey (PSS)
- CA DMHC required Provider After-Hours Survey (AHS)
- CA DMHC required Enrollee Experience Survey (EES)
- Department of Health Care Services (DHCS) Emergency Access Survey (Medi-Cal)
- Client-specific Quality / Access surveys as requested by new and existing clients

QMetrics is a California state approved PAAS *Validator and Administrator*. This position is responsible for the operational oversight of the survey administration and validation program including pre-validation and post-validation activities that include client engagement, data analysis, quality assurance, and report-writing.

The incumbent will have experience in managing highly complex projects and be able to adapt to a fast-paced dynamic environment with tight deadlines. The successful candidate will possess strong attention to detail and a demonstrated ability to manage and execute tasks that require critical thinking skills.

This position requires the ability to determine and communicate project status to executive team members as well as internal and external stakeholders in a positive, confident, and clear manner. This position requires strong team building and team interface experience for success.

This position involves the evaluation of survey results and processes collaboratively with QMetrics' data analytics team to identify potential issues for escalation and process improvement. Survey results will be clearly and accurately presented to clients and/or regulators using dashboards, tables, graphs, executive summaries, and comprehensive reports. Excellent writing and presentation skills are required.

Responsibilities:

This role will require collaboration and oversight of the following activities:

- Client Management
 - Foster and develop strong relationships with clients to understand their needs, goals, and expectations.
 - Manage and lead client meetings, respond to client inquiries, and provide ongoing client status updates.
- Survey Design and Execution
 - Oversee the development and implementation of survey instruments, ensuring they align with research objectives and industry best practices.
 - Collaborate with cross-functional teams to identify survey requirements and design methodologies that yield reliable and meaningful data.
 - Effectively communicate changes to surveys approved after survey requirement design to all teams involved.
- Analysis and Report Writing
 - Provide expert interpretation of survey results, identifying trends, patterns, and key insights.
 - Compile, analyze, and summarize data from statistical tables and additional data from other sources as needed.
 - Explain data in manner consistent with the target audience(s) and requirements for the survey.
 - Analyze data to make recommendations to internal and external clients.
 - Serve as report writing lead on more complex writing assignments. Work closely with cross-functional team(s) on document strategies. Implement all activities related to the preparation of writing projects.
 - Coordinate the review, approval, and other appropriate functions involved in the production of report writing.
 - Arrange and conduct review meetings with the team. Ensure required documentation is obtained.
- Stakeholder Collaboration
 - Collaborate cross-functionally with departments (programming and analytics, project management, contact center) to understand their needs and align operational initiatives to overall business objectives.
 - Collaborate with internal teams to meet client needs and expectations, ensuring the highest level of service.
 - Coordinate and collaborate with internal and external stakeholders to ensure accurate and insightful data analysis as well as timely report development and delivery.

- Continuous Quality Improvement
 - Identify and define key performance indicators (KPIs) relevant to operational objectives.
 - Drive continuous improvement in operational based processes based upon data driven insights. Identify best practices, templates, policies, and tools to enhance QMetrics' reporting and analysis capabilities.
- Project & Surveys Team Management
 - Serve as the lead of the Surveys Division Team
 - Provides oversight and guidance of the Manager, Surveys Operations.
 - Collaborates with Programming/Analytics, Contact Center, and Survey Operations on activities being performed simultaneously via numerous modalities (fax, email, phone, mail) for multiple clients throughout the survey cycle (project launch, survey fielding, interim reporting, final reporting, preparation activities for next measurement year, etc.)
 - Manage and maintain detailed project plans for activities.
 - Work closely with the programming and analytics team to implement requirements, track deliverables and relay results to clients.

Qualifications:

Education/Certification:

- BA/BS in management, business, economics, or a related field
- Master's degree preferred
- Equivalent combination of education and/or work experience may be substituted

Required Relevant Work Experience:

- 3+ years of oversight experience in survey and / or healthcare operations
- 2+ years of experience with multi-modal survey administration
- 2+ years of experience with survey data analysis and reporting

Specialized Knowledge, Skills, and Abilities:

- Knowledge of healthcare delivery systems, managed care, and regulatory requirements
- 2+ years demonstrated experience as primary liaison for external clients and / or vendors
- 2+ years of experience and skill with Office 365
- 1+ years of experience with Project Management tools
- Demonstrated flexibility in approach and follow up to achieve resolution of outstanding issues.
- Ability to organize and coordinate multiple simultaneous tasks in a team environment to deliver process improvement for the organization

Survey Services Director



- Ability to work with minimal supervision and independently to implement business process improvements to meet and exceed internal and external customer expectations
- Seek assistance when needed, and demonstrate a willingness to learn new skills
- Exceptional oral, written, interpersonal and problem-solving skills
- Adept at communicating at all levels within the company.

Preferred:

- 2+ years of experience/familiarity with California health plan regulatory requirements
- Familiarity with CA DMHC provider network requirements
- 1+ years using Smartsheet

Applicants must be domestically located within the United States. Southern California is preferred.

Position Type	Full - Time, Exempt	Work Location	Remote
Requirements	Occasional Travel	Pay Range	\$110-130K
Reports To	Chief of Quality Operations	Start Date	08/01/2024
Create Date	12/14/2023	Revision Date	05/29/2024
Approved By	Lisa Bright	Approved Date	05/29/2024

To apply at QMetrics, please email your resume to info@qmetrics.us.