



Clinical Risk & Compliance Manager

The Clinical Risk & Compliance Manager oversees the organization's risk management and patient safety programs, providing essential guidance to clinical staff. Key responsibilities include developing systems to detect, monitor, and manage patient adverse events, malpractice claims, and incident reports, all aimed at enhancing health outcomes and patient safety while minimizing errors in healthcare processes. This role supports the Comprehensive Compliance Program by implementing Compliance and Regulatory Plans and facilitating responses to contracted audits.

This position combines strategic thinking with meticulous attention to detail, encompassing policy implementation, effective training programs, internal monitoring, and directing investigations. The manager also facilitates risk management committees to ensure compliance with laws, regulations, and internal policies. Reporting to the Director of Human Resources & Compliance, they will collaborate cross-functionally to elevate compliance awareness and strengthen the organization's compliance culture. Overall, this is a key, high-visibility role critical to fostering a robust compliance program.

QUALIFICATIONS

- Ability to apply principles of logical or scientific thinking to a wide range of intellectual and practical problems.
- Knowledge of auditing and monitoring procedures.
- Working knowledge of California patient and individual privacy laws and regulations.
- Clear, concise and persuasive writing and presentation skills using information systems, databases, Excel, PowerPoint and Microsoft Word.
- Enjoy working as a member of a cohesive team and is effective at doing so.
- Ability to make meaningful observations and write comprehensive and accurate reports.
- Self-starter who is comfortable making key decisions and holding others accountable for compliance standards.
- Ability to translate/provide cogent advice to senior management regarding the impact of emerging industry trends in compliance enforcement, legislation and regulations on affiliate business strategies.
- Must understand and lead by communicating vision, exhibiting decisiveness, sponsoring change and supporting the larger organization success.
- Must exhibit a credible leadership presence, with the ability to respond to questions with logic, clarity, calmness and authority, leading to desired support of/actions by others.
- Proven leadership skills in a healthcare compliance environment.
- Ability to work well with others to ensure the highest ethical standards.

RESPONSIBILITIES

The essential functions listed are typical examples of work performed by positions in this job classification. They are not designed to contain or be interpreted as a comprehensive inventory of all duties, tasks and responsibilities. Employees may perform other duties as assigned.

- Proactively evaluate areas of organizational risk based on internal assessment and external benchmarking and implement strategies and policies that promote patient and staff safety.
- Promote the occurrence reporting process including trending and reporting of results, identification of problem-prone areas, and facilitation of prevention initiatives.
- Lead the review of serious occurrences requiring root-cause analysis or failure mode and effects analysis. Disseminate lessons learned and process improvement plans.



- Analyze all statistical reports and advisories that identify risk management and patient safety patterns and trends for leadership.
- Prepare & revise the Compliance Plan as dictated by changes in statutes, rules, regulations and requirements of Federal, state and health plans. Take responsibility for all reporting requirements contained within the plan.
- Prepare annual work plans addressing the priority compliance risk exposures for review by the Compliance Committee.
- Organize and lead efforts regarding all compliance audits.
- Develop, coordinate, and participate in educational and training programs that focus on the elements of the Compliance Program.
- Ensure that all appropriate employees and managers are knowledgeable of, and comply with, pertinent Federal, State and payer health care program requirements.
- Develop and implement methods and programs that encourage managers and employees to report possible noncompliance.
- Coordinate with other department heads to ensure seamless implementation of policies and procedures between Compliance and Operations.
- Provide quarterly updates to the leadership team regarding progress toward the Compliance plan and results of related audits and monitoring functions.
- Identify high risk areas to reduce agency's vulnerability to fraud, waste and abuse.
- Support Human Resources in investigation and tracking of employee performance and conduct allegations and incidents.
- Exercise day to day responsibility in the oversight of HIPAA training and compliance; act as HIPAA Privacy Officer.

EDUCATION/LICENSES/REGISTRATIONS

- Minimum Bachelor's degree required with relevant experience in healthcare compliance program development.
- Seven (7) years' experience which must include a minimum of two (2) years' experience in healthcare compliance with demonstrated leadership, and a minimum of two (2) years' experience of supervisory capacity with participation in cross-departmental committees. Exposure to managed care with FQHC knowledge highly desirable.
- Familiarity with operational, financial, quality improvement, and human resources procedures and regulations is required.
- Valid driver's license & auto insurance.
- Excellent interpersonal skills; ability to develop important relationships with key stakeholders.
- Good conflict management and negotiation skills.
- Ability to analyze complex issues to develop relevant and realistic plans, programs and recommendations.

Kheir Clinic provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability or genetics. In addition to federal law requirements, Kheir Clinic complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

Kheir Clinic will consider for employment all qualified Applicants, in a manner consistent with the requirements of applicable state and local laws, including the City of Los Angeles' Fair Chance Initiative for Hiring Ordinance.

Please note that this job description is subject to change to meet the needs of Kheir Clinic.

