

New

Ministry

Health

Describe: Basic Job Details

Position

Position ID

Position Name (30 characters)

Clinical Supervisor

Requested Class

Medical and Health 4

Job Focus

Operations/Program

Supervisory Level

01 - Yes Supervisory

Agency (ministry) code

Cost Centre

Program Code: (enter if required)

Employee

Organizational Structure

Division, Branch/Unit

Financial Reporting Branch - ACAU

Current organizational chart attached?

Supervisor's Position ID

Supervisor's Position Name (30 characters)

Manager Audit & CR Execution

Supervisor's Current Class

Manager (Zone 2)

Design: Identify Job Duties and Value

Job Purpose and Organizational Context

Why the job exists:

Alberta Health's Audit and Compliance Assurance Unit (ACAU), in the Financial Reporting Branch, provides compliance monitoring, and performance oversight to improve quality and accountability of health practitioners' claims for benefits under the Alberta Health Care Insurance Plan (AHCIP). ACAU activities include: compliance reviews of practitioner claims, audits of entities that exhibit unusual billing patterns, recovery of over-payments, promotion of best practices, supporting criminal investigations, and liaising with departments in Health and external regulatory bodies. The majority of health care practitioners under the AHCIP are physicians paid by fee-for-service (FFS). There are approximately 11,000 practitioners enrolled in the plan, providing insured medical services to over 4.5 million Albertans, averaging over \$4.7 billion dollars a year in compensation.

Reporting to the Manager of Audit and Compliance Review Services, the Team Lead Clinical Review is a subject matter expert providing clinical expertise on the review of patient records to assess the appropriateness of physician billing, in compliance with AHCIP. The Team Lead is proficient in written and verbal communications, leading and mentoring staff, project management, managing complex issues and multiple priorities, and has a good understanding of data analysis.

The main responsibilities of the position are to:

- Provide medical subject matter expertise and advice to clinical advisors and other team members, including: Unit auditors, the data analytics team, the policy analysts, and other branches/divisions within the Ministry. At times

the Team Lead Clinical Review will have to provide input and advice to internal legal counsel, Health Investigations Unit (HIU) and external stakeholders including the Alberta Medical Association (AMA) and College of Physician and Surgeons (CPSA).

- Supervise, lead, and mentor the team of Clinical Advisors in supporting ACAU practitioner audits and compliance reviews that will have an impact for the health system in terms of financial recoveries, cost savings, and compliance to legislation.
- Assign, monitor, and evaluate Clinical Advisors workload to ensure productive and efficient workflow within the team.
- Oversee and conduct final review of the compliance review quality assurance process for all compliance reviews.
- Contribute to the development and/or influence of enhancing policies, processes and enforcement strategies to promote best practices within the framework of relevant legislation.

Responsibilities

Job outcomes (4-6 core results), and for each outcome, 4-6 corresponding activities:

Team leadership and collaborative support for comprehensive practitioner audits and compliance reviews that contribute to health system sustainability and compliance with legislation.

- Work with the Manager and the other Team Lead Clinical Review to complete audits and reviews that will have the greatest impact in terms of cost recoveries or savings, compliance with health system principles and legislation or patient and public safety.
- Work with the other Team Lead Clinical Review, management, auditors within the unit, and other contacts as required to provide clinical expertise on review of records to assess the appropriateness of physician billing in compliance with AHCIP.
- Provide clinical advice to auditors in the development of complex audit plans as new audit projects are developed.
- Initiate clinical discussions with internal and external staff (ie. AMA and/or CPSA) to interpret and seek clarification on FFS billing codes, ensure working papers have appropriate documentation to support code interpretations, normal practitioner practices, and other matters to assist in the audit and review process. Foster mechanisms for sharing information and collaboration within the branch and/or virtual teams.

Provide team leadership to support effective operations that contribute to the unit, branch, division and ministry business goals.

- Use leadership strategies to encourage high performing and motivated team members. Determine and allocate the appropriate staff resources for maximum outcomes.
- Coordinate audits or reviews with the Units' auditors and the branches data analysts in determining clinical team resource assignments to ensure appropriate file workload per Clinical Advisor.
- Provide timely and accurate reporting to the Manager that reflects progress, team engagement, and outcomes from audits and reviews.
- Engage with other branches for information sharing, including but not limited to business units involved in the schedule of medical benefits, data analytics, claims, alternative relationship plans, and other physician compensation streams.
- Create briefings, background material and responses to Action Requests or other updates needed in alignment with established processes, timelines and guidelines.
- Working with the other Team Lead Clinical Review to raise awareness to the Manager of significant emerging issues and concerns to recommend options for resolution.

Quality assurance support

- The Team Lead Clinical Review will provide direction and contribute to the quality assurance process of compliance reviews, working with the compliance review virtual team to ensure agreement on decisions and all identified updates are made.
- Ensure file integrity is to the standards as guided by legislation, regulations, policies and the Units' best practices.
- Provide consistent messaging to physicians and outside legal counsels, and provide professional communication with these and other external stakeholders such as regulatory bodies (e.g. CPSA and College of Optometrists of Alberta), professional associations (e.g. AMA) and boards (e.g. Workman's Compensation Board), etc. throughout the course of the work.

Provide Clinical Advice to Internal and External Stakeholders

- Collaborate with HIU or Law Enforcement on medical fraud investigation.
- Initiate clinical discussions with other teams within Health, including Insured Services and Claims Management to help develop policy.
- Collaborate with external stakeholders (ie. AMA and/or CPSA) to interpret and seek clarification on FFS billing codes,
- Ensure working papers have appropriate documentation to support code and normal practitioner practices interpretations and other matters to assist in the audit and review process.
- Foster mechanisms for sharing information and collaboration within the branch and/or virtual teams.

Problem Solving

Typical problems solved:

The Team Lead Clinical Review acts as the final review on the Quality Assurance process for Compliance Reviews. During this final review, the Team Lead Clinical Review will often have to facilitate discussion on assessments with questions and any concerns with the Clinical Advisors written assessments. These conversations require a high level of care to ensure all views are heard and final decisions on direction are made appropriately.

The Team Lead Clinical Review may also be involved in audits, which consist of newer areas of review for the Unit, typically the most complex, and may involve multiple physicians, other practitioners, corporations, and remuneration streams other than FFS. In these cases the Team Lead Clinical Review must work in collaboration with auditors, compliance analysts, policy analysts, and management.

The difficulty of the responsibilities and activities performed by the Team Lead Clinical Review are highly dependent upon the nature and complexity of the particular audits, reviews, or assignments and projects. In cases of complex audits and reviews where no prior history exists, the Team Lead Clinical Review becomes involved as either clinical lead or extensively supports clinical team members, in order to provide creative problem solving strategies to address new situations.

Types of guidance available for problem solving:

The Team Lead Clinical Review is supported by the ACAU unit that is comprised of Compliance Analysts, Clinical Advisors, Policy Analysts, other Auditors and Management. The unit works collaboratively to solution problems and in conjunction with other areas of Alberta Health. The Team Lead Clinical Review works within the framework of established legislation, policies, operational priorities and guidelines that define and direct physician compensation in Alberta.

Direct or indirect impacts of decisions:

The results of audit and compliance reviews and findings potentially impact many parts of the health system. The primary compliance focus is compensation for the delivery of health services. The Audit Lead's work can impact financial outcomes on practitioner's payments from the AHCIP. Overpayment results in financial recoveries, and potential future cost savings to the Ministry. For example, results occasionally identify problematic billing practices at a system level. These issues can be escalated to the appropriate areas to recommend billing rule changes/enhancements, or new system edit controls preventing inappropriate billing claims at the time of submission.

Key Relationships

Major stakeholders and purpose of interactions:

Internal

- Branches that process health insurance payments, branches that establish and administer health insurance compensation, and branches that oversee the information technology systems. The purpose of these contacts fall into one of three categories: 1) To review procedures, processes, and transactions of an auditee, 2) To act in a consultative or advisory capacity, or 3) To share information, typically as part of the audit planning process.
- Staff and management of the ACAU, to collaborate and enhance processes and maintain consistency across compliance reviews, share information, and apprentice under the guidance and supervision of the other Team

Lead Clinical Review and the Manager in the course of obtaining work experience.

Required Education, Experience and Technical Competencies

Education Level	Focus/Major	2nd Major/Minor if applicable	Designation
Bachelor's Degree (4 year)	Other		

If other, specify:

A degree in Nursing

Job-specific experience, technical competencies, certification and/or training:

Education/Experience

- Must be a regulated member in good standing with the appropriate college and eligible for registration with the college and Association of Registered Nurses of Alberta.
- Several years of active patient care experience in a health care setting
- Experience with medical billing records, terminology, and billing codes
- Experience in a supervisory role

Behavioral Competencies

Pick 4-5 representative behavioral competencies and their level.

Competency	Level					Level Definition	Examples of how this level best represents the job
	A	B	C	D	E		
Build Collaborative Environments	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Collaborates across functional areas and proactively addresses conflict: <ul style="list-style-type: none"> • Encourages broad thinking on projects, and works to eliminate barriers to progress • Facilitates communication and collaboration • Anticipates and reduces conflict at the outset • Credits others and gets talent recognized • Promotes collaboration and commitment 	When completing Quality Assurance process is confident and able to manage conflict that may arise in differing opinions of virtual team members.
Systems Thinking	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	Takes a long-term view towards organization's objectives and how to achieve them: <ul style="list-style-type: none"> • Takes holistic long-term view of challenges and opportunities • Anticipates outcomes and potential impacts, seeks stakeholder perspectives • Works towards actions and plans aligned with APS values • Works with others to identify areas for collaboration 	Understands how findings from the compliance reviews can go beyond immediate recoveries by fostering behavior change in physicians.

Agility	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Identifies and manages required change and the associated risks:</p> <ul style="list-style-type: none"> • Identifies alternative approaches and supports others to do the same • Proactively explains impact of changes • Anticipates and mitigates emotions of others • Anticipates obstacles and stays focused on goals • Makes decisions and takes action in uncertain situations and creates a backup plan 	<p>Can assist in developing scope of audit work on projects that are new and do not have any past material to reference.</p>
Creative Problem Solving	<input type="radio"/> <input type="radio"/> <input checked="" type="radio"/> <input type="radio"/> <input type="radio"/>	<p>Engages the community and resources at hand to address issues:</p> <ul style="list-style-type: none"> • Engages perspective to seek root causes • Finds ways to improve complex systems • Employs resources from other areas to solve problems • Engages others and encourages debate and idea generation to solve problems while addressing risks 	<p>Provides input when working with the Insured Service team through the negotiations with AMA to ensure potential areas of concern are addressed before they arise.</p>

Benchmarks

List 1-2 potential comparable Government of Alberta: [Benchmark](#)

Health Compliance Officer- 066MH03
Nurse Consultant- 066MH02