



Olive View-UCLA Medical Center
VACANCY ANNOUNCEMENT

REGISTERED NURSE II
GRIEVANCE COORDINATOR – MANAGED CARE

Position Summary:

Olive View-UCLA Medical Center is seeking a well-qualified, experienced, and energetic RN II to work as a Clinical Grievance Coordinator. This position will report to the Nurse Manager of Managed Care. The position is responsible for providing advanced review of quality of care grievances requiring considerable clinical judgment, ability to conduct independent analysis of medical care and service provided based on detailed knowledge of managed health care, departmental procedures and clinical guidelines. This position identifies systems issues that result in failure to provide appropriate care to members or failure to meet service expectations.

Qualifications:

- ◆ License to practice as a Registered Nurse by the California Board of Nursing
- ◆ Current and reachable on the RN II Certification list or to currently hold the item of RN II
- ◆ Minimum one-year recent experience as a Registered Nurse in a acute care medical/surgical unit or in a Clinical setting

Responsibilities include but are not limited to:

- ◆ Reviews all clinical grievances filed by members enrolled in a managed care health plan and coordinates responses within mandated timelines.
- ◆ Reviews, triages and prioritizes grievance cases to meet turnaround times, specifically expedited grievances requiring a 72 hour turn around deadline
- ◆ Investigates and manages clinical grievances and potential quality of care issues, including collecting and analyzing data, preparing detailed written summaries of investigative findings and making recommendations for solutions.
- ◆ Identifies needed system improvements and makes recommendations to maintain high quality patient care based on the findings of quality of care grievance investigations.
- ◆ Assists in the preparation of documents/coordination of Managed Care regulatory surveys, including preparation of subsequent corrective actions plans regarding quality of care and service grievances

Desirable Skills:

- ◆ Strong clinical/assessment background
- ◆ Strong verbal and written communication skills
- ◆ Good critical thinking and problem solving skills
- ◆ Ability to work with various levels of staff to coordinate patient care
- ◆ Strong organizational skills with the ability to prioritize assignments
- ◆ Preferred Ambulatory Care/Managed Care experience.

If you are interested, please submit a copy of your resume, performance evaluation and your attendance documentation for the past two years to:

Susanna Mortimer, RN (smortimer@dhs.lacounty.gov)
Nurse Recruitment and Retention Center- Room 2C206
14445 Olive View Dr.
Sylmar, CA 91342
Phone: (818) 364-3317
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WILL REMAIN OPEN UNTIL THE NEEDS OF THE SERVICE ARE MET
SUBJECT TO CLOSURE WITHOUT PRIOR NOTICE
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