



Career Opportunity @ TRIARQ Health, India

Associate Director - Quality (RCM)

TRIARQ Health is a Physician Practice Services company that partners with doctors to run modern patient-centred practices so they can be rewarded for delivering high-value care. TRIARQ's Physician-led partnerships simplify practices' transition to value-based care by combining our proprietary, cloud-based practice, care management platform and patient engagement services to help doctors focus on better outcomes.

Industry Type: IT-Software, RCM / US Medical Billing

Location: Navi Mumbai (Ghansoli)

Division: Revenue Cycle Management (RCM)

Position overview: The role is responsible for ensuring total quality management of Revenue Cycle Management vertical. The candidate shall also build a strong culture of operational excellence across the assigned books of business. This is a multi-faceted role and manages few aspects of centralized learning & development initiatives across the RCM organization.

Job Responsibilities:

- Develop and deploy a best-in-class Service Quality framework to drive higher performance on key business metrics in revenue cycle management.
- Act as a single point of contact and assume end to end ownership of managing all quality related conversations and escalations.
- Ensure standardization of Service Quality practices across the projects to drive measurable, repeatable, and predictable operations.
- Ensure calibration of Service Quality and leverage data-driven analysis for process improvements
- Be proactive in identifying process level gaps and lapses and set up early warning systems/methods to enable on time course correction.
- Manage, oversee, and support Internal Staff Development, Quality Management and Organization Development
- Support Organization's drive of enhancing delivery by assuming a leadership role in transformation to a Quality Organization
- Promoting and drive a culture of Quality Achievement and Performance Improvement throughout the Assigned Accounts. Enabling strong Data Driven Organization Model.
- Deployment of continuous improvement activities through Kaizen and Six Sigma Methodologies
- Drive a culture of continuous improvement within the organization by identifying areas for optimization in quality and training processes.
- Report out all process deviations and process control lapses to operations leadership to ensure high quality of outcome are seen.
- Utilize a variety of training methods, including workshops, simulations, upskilling, and e-learning to improve overall quality of operations.



- Assess the impact of training programs through evaluations and feedback mechanisms, adjusting content as needed.
- Monthly Trainer utilization tracking & overseeing training data management and reporting.
- Formulate and manage the development and implementation of Quality Goals.
- Setting QA Compliance objectives and ensuring targets are achieved.
- Agreeing standards and establishing clearly defined quality methods for staff to apply
- Setting up and maintaining controls and documentation procedures
- Liaising with customers, auditors, and internal delivery stakeholders to ensure the execution of corrective action compliance with customers specifications.

Skills Required:

- 12 to 15 years of progressive experience in AR, PP, Charges, Billing or EV/BV is a must which includes a preferred minimum of 7+ years of experience in transactional quality/service quality teams.
- A minimum of five (5) years of continuous employment with at least one organization is required.
- Demonstrated success in managing quality teams with a span of control of at least 500 individuals.
- In-depth knowledge of revenue cycle processes, billing systems, and healthcare reimbursement methodologies.
- Strong analytical skills and proficiency in leveraging data for informed decision-making and performance enhancements.
- Hands-on experience on preparing dashboards and presentation including data analysis and interpretations.
- Excellent leadership, communication, and interpersonal skills.
- Six Sigma Green Belt OR Black Belt certification would be preferred.
- Ability to thrive in a fast-paced, dynamic environment and adapt to changes in the industry.
- Good Feedback and Coaching Skills
- Ability to deliver high impact amid complexity, ambiguity and competing priorities independently.
- Strong hands-on knowledge of MS Excel, Word, PowerPoint, and Power BI (good to have)

Education: Graduate (Any stream), Postgraduate in management (preferred)

Employment Type: Full Time, Permanent.

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