

MQA DIRECTOR'S OFFICE

Lucy Gee, Division Director

The Director's Office serves as a support unit for the entire division. This office handles project management, financial analysis, budget and cash administration, review of personnel rules, policies and procedures as well as legislative, correspondence and public records tracking. The Director's Office has four units:

Strategic Planning Services – Charlene Willoughby, Manager

The Strategic Planning Services Unit (SPS) manages MQA's strategic plan. This involves monitoring and analyzing performance (through our balanced scorecards), identifying improvement opportunities, and managing resulting performance improvement initiatives. SPS also supports division improvements through project management, process mapping and analysis, development and management of performance measures, staff development, Sterling development, oversight of legislative implementation, marketing campaigns, and customer survey development and analysis.

Trust Fund Management – Melinda Simmons, Budget Analyst

The Trust Fund Management Unit handles MQA's budget, cash and rate administration, financial analysis and reporting and accounting and finance policy implementation.

Personnel Management – Britt Keen

The Personnel Management Unit reviews and advises managers on all personnel actions, personnel proposals and requests, classification actions, personnel rules, policies and procedures and personnel issues. The unit also maintains MQA's table of organization, insures compliance with personnel rules, policies and procedures, coordinates division-wide personnel assignments and serves as the division liaison between MQA and HRM.

Legislative and Correspondence Tracking – Sylvia Sanders

The Legislative and Correspondence Tracking Unit serves as the division's liaison for legislative proposals, correspondence and board appointments as well as providing front desk service for the Director's Office.

Department of Health

Director's Office, Division of Medical Quality Assurance

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