



CARE CENTERED COLLABORATIVE
Director of Care Management
Job Description

Title: Director of Care Management

Status: Full Time

Reports To: Vice President Medical Director

Location: 777 East Park Drive, Harrisburg, PA 17111

Issue Date: August 11, 2019

Position Summary:

The Director of Care Management participates in and oversees the implementation of community-based care and case management to support the Quadruple Aim of the PA Clinical Network. This position will lead this function to ensure that optimal team-based care management models are deployed to assure that measurable clinical, utilization and patient as well as provider satisfaction outcomes are achieved to meet the PA Clinical Network's value-based contractual obligations with health insurers and employers.

The Director of Care Management is responsible for educating, supporting and overseeing care management personnel to assure the seamless, clinically appropriate and efficient engagement of patients in the spectrum of care in support of the PA Clinical Network's contractual goals. This will include, but not be limited to wellness, prevention, chronic condition management, case management and end-of-life care. The Director will drive continuous improvement, seek local operational innovation and provide situational guidance.

Essential Duties and Responsibilities:

- Hands-on implementation of care management and achievement of value-based outcomes for cohorts of patients defined by gaps in care, payor class, clinical need and risk. When necessary, also personally provides care management services commensurate with professional training, experience and patient need.
- Participates in onsite physician office visits to engage providers and patients in care planning activities.
- Serves as an example, colleague, mentor and leader to all care management personnel who report to him/her by providing service, guidance and education.

- Is accountable for achieving meaningful improvements in clinical, economic and patient-centered outcomes, including HEDIS and STARS that can be impacted by care management.
- Oversees the hiring, orientation, ongoing education and evaluation of personnel employed by the PA Clinical Network who are engaged in synchronous, asynchronous remote, or face-to-face, engagement with patients who are subject to the terms of the Network's value-based contracts.
- Leads change processes, development of care pathways, shifts in infrastructure and responds to new contracts by developing and maintaining relationships with payer or community resources to create alternatives to emergency room and inpatient admissions. Works to address, measure and minimize, when appropriate, the impact of social determinants of health.
- Assists the VP and Medical Director to develop outcomes priorities and supporting dashboards to monitor outcomes.
- Collaborates with the VP and Medical Director, General Counsel and Human Resources to meet any applicable standards of practice as well as any applicable regulatory and accreditation requirements.
- Works with the Medical Director of the PA Clinical Network to contract with outside firms that provide care management services.
- Assures the success of care management personnel who are employed by the PA Clinical Network in the use of the HealthEC population care management platform ("Care Connect") and assures that personnel adapt workflows to updates or changes to the platform. When necessary, the Director may work with HealthEC to optimize the functioning of the platform. The Director will also maintain proficiency in the platform (as a "super-user") that enables him/her to monitor care management personnel workflows, efficiency and outcomes.
- Develops professional and shared-goals relationships as well as networking with care management peers among buyers, payers, insurers, agencies or regulators with whom the PA Clinical Network is contracted with or engaged with in pursuit of its tactical goals.
- Presents, as necessary, to internal and external audiences, the purpose, goals, or outcomes of the PA Clinical Network's care management initiatives.
- Supports the goals of the Care Centered Collaborative and its parent organization, the Pennsylvania Medical Society to support physician-led networks of team-based care that succeed in value-based care arrangements.
- Other duties related to support of care management services as assigned.

Knowledge:

Understanding of health care industry trends including clinically integrated networks and value-based reimbursement programs. Familiarity with HEDIS/STARS and NCQA quality standards. Experience working with Medicaid and/or Medicare.

Skills and Abilities:

Excellent written and verbal communication skills. Demonstrate ability to work effectively with internal and external stakeholders. Possess strong analytical and organizational skills. Demonstrated leadership skills and experience with ability to multi-task and think independently. Ability to summarize data into meaningful conclusion and recommendations for business leaders.

Proficiency in software applications that include, but are not limited to, Microsoft Word, Microsoft Excel, Microsoft Power Point.

Experience:

Clinically trained and/or demonstrates experience working in outpatient clinical settings. Experience presenting to physicians and healthcare leadership. Three to five years of experience in health care consulting, managed care - especially specific to provider network or population health management and/or value-based reimbursement programs.

Education, Certification and Licenses:

Master's degree in Nursing or related field. At least 15 years of work experience in community-based settings with hands-on care management, managed care organizations that include the education of care management personnel. Previous management experience including responsibilities for hiring, training, assigning work and managing performance of staff.

Work Environment:

The individual in this role must have strong inter-personal skills, be organized, self-directed, and enthusiastically represent the Care Centered Collaborative and its mission and goals.

Travel Requirements:

Amount (% of time): Travel to physician practices in Pennsylvania up to 40% of time.

Physical Demands:

While performing the duties of the job, the employee is frequently required to sit, use hands and fingers, talk, hear, and see. The employee must be able to work over 40 hours per week. The employee must occasionally lift and/or move objects weighing up to 5 pounds.

Key Interface:

Works collaboratively with business resources in key internal and external stakeholder areas.

Number of Direct and Indirect Reports:

None

The incumbent shall perform all other functions and/or be cross trained as shall be determined by the sole discretion of management, who has the right to amend, modify, or terminate this job in part or in whole. This document is not a contract for employment. Employment is at-will.

Applications and Resumes

For consideration, please submit your resume or CV to jphelan@patientccc.com.

The Care Centered Collaborative is an Equal Opportunity and Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to their age, race, color, religion, sex, national origin, sexual orientation, protected veteran status, or disability.