



**CARE CENTERED COLLABORATIVE  
Clinical Transformation Consultant  
Job Description**

**Title:** Clinical Transformation Consultant

**Status:** Full Time

**Reports To:** Director of Clinical Outcomes & Quality

**Location:** 777 East Park Drive, Harrisburg, PA 17111

**Issue Date:** September 12, 2019

**Position Summary:**

The Clinical Transformation Consultant (CTC) will become a key contributor to the successful execution of the critical functions needed to support the PA Clinical Network and its value-based contracts. This job is a highly skilled subject matter expert (SME) in Medicare STARS, HEDIS and risk revenue streams and provides strategic, hands-on, office-based support to providers and their inter-departmental teams for transformation of workflows resulting in outstanding performance. This position will focus on supporting the operational functions of the PA Clinical Network and is responsible for supporting the value strategy for each practice in the PA Clinical Network.

**Essential Duties and Responsibilities:**

- Build and maintain working relationships with physicians, providers and staff of the PA Clinical Network, providing on-going guidance and support related to quality improvement and clinical practice improvement opportunities.
- Work closely with members of the Care Centered Collaborative team to implement a clinical improvement strategy that enables physicians/providers to succeed in value-based reimbursement.
- Demonstrate an ability to connect with practicing providers and staff, build and manage relationships and establish bi-directional communication between network members and the Care Centered Collaborative.

- Directly responsible to provide office based, hands-on assistance services to practices enrolled in value-based contracts of the PA Clinical Network. The CTC is expected to assess the needs of each individual practice, and use a combination of on-site individual office based, video conference, teleconference and electronic mail interactions to drive engagement and compliance.
- Directly responsible to analyze, interpret and monitor key performance metrics to evaluate the success of strategic initiatives and recommendations. Identify targeted clinical opportunities for performance improvement and gaps closure.
- Participates in the development and presentation of instructional materials for internal and external stakeholders.
- Provide assistance to providers and staff in the use of user interfaces and the population health platform used by the PA Clinical Network and its member practices.
- Understand current organization priorities and objectives.
- Communicate and educate PA Clinical Network physicians, providers, and staff regarding clinical guidelines, protocols and standards related to quality and utilization process with the aim of supporting the PA Clinical network value-based contracts.
- Acts as a liaison within the Care Centered Collaborative and all assigned PA Clinical Network practices.
- Support quality improvement goals directed at improving the PA Clinical Network performance and its established business strategies.
- Keep current with accepted standards and professional developments in the areas of quality improvement, population health and utilization management.
- Assist in carrying out the strategic plan for the PA Clinical Network. Efficiently work with internal and external stakeholders to achieve the performance targets and goals identified by the senior leader's team and associated committees.
- Carries out approved quality-related interventions to maximize incentive earnings for each value-based contract.
- Serve as the clinical subject matter expert for PA Clinical Network member practices for quality improvement initiatives.

- Assist in developing training modules and written procedures that optimize the use of records in patient care and utilize population health analytics to drive care strategies and network performance.
- Perform essential operational and administrative duties including organizing meetings, taking and distributing meeting minutes, setting agendas, etc.

**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:**

Bachelor's Degree, advanced degree preferred. Lean Six Sigma training and certification preferred.

**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 50% 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.**

**Signatures/Approval**

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Employee:

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Date:

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Manager/Supervisor:

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Date:

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HR Compensation:

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Date:

*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.*