**Director, Provider Implementation and Relationship Management**

**The Collaborative Description**

*The Collaborative* is a wholly owned subsidary of the Pennsylvania Medical Society. It was created in 2016 to promote and enable value-based care arrangements and contracting that support and sustain physician-led practice in Pennsylvania. The Collaborative's tools, resources and expertise are actively being deployed throughout the Commonwealth to help physicians in diverse practice settings achieve the highest levels of patient-centered outcomes.

Our current offerings include a highly-rated and cost-effective MIPS registry reporting solution, revenue cycle management services, and population health programs that include information technology, analytics, care management capabilities and provider engagement support services. Our population health offerings will be used to develop and sustain clinically integrated networks.

The company's connection to the physician community, resources and expertise in building and implementing individual models of care, allows its partners to achieve higher levels of patient-centered outcomes. Please see www.patientccc.com for more information.

**Job Location**
- This position will be based at The Collaborative headquarters in Harrisburg, Pennsylvania.
- Full-time salaried position
- Moderate travel will be required including travel outside the state for conferences
- Evening and weekend hours are required

**Position Description**
The Director for Provider Implementation and Relationship Management brings vision as well as an experienced and hands-on project management and implementation background. (S)he consistently keeps up-to-date with evolving standards to support The Collaborative's three-fold business objectives: 1) support membership in the Pennsylvania Medical Society, 2) create an additional stream of revenue for the Pennsylvania Medical Society and 3) support Pennsylvania physicians in the pursuit of value-based care arrangements. This individual also brings problem-solving skills in project management to assure the timely and on-budget implementation of HIT initiatives across the enterprise. Outstanding communication, trustworthiness and interpersonal "people skills" are a key attribute that will facilitate buy-in and support from outside provider organizations.

- Supports the development of one year and longer term strategic objectives for the use of information technology to further the strategic business objectives of The Collaborative;
- Creates and implements a plan for onboarding of practices participating in the PA Clinically Integrated Network to insure efficient and timely completion of the process including the third-

party vendors to meet the goals of The Care Centered Collaborative, the Pennsylvania Medical Society and partner provider organizations;

- Creates and implements a plan for ongoing maintenance and support of provider relationships and modifies these plans as needed over time.
- Becomes intimately familiar with the Population Health Platform including how to create ad hoc reports and other analyses of the data.
- Become knowledgeable in the following quality measure systems: HEDIS, STARS, & MIPS
- Monitor data quality and collaborate with the Population Health Platform vendor
- Analyze and identify data trends to support the Medical Director/Operation teams;
- Presents, as necessary, data analyses that provide information and insights. This is done in-person or through the use of audiovisual distance technology, to both internal or external stakeholders;
- Provides or, working with external parties, oversees statistical analyses of data;
- Facilitates User Acceptance Testing with clients and demonstrates how to use the population health platform;
- Attends and presents, when necessary, to the Collaborative Board of Directors, the Pennsylvania Medical Society Board of Trustees and any of the Society's constituent organizations;
- Assists with the selection and oversight of the implementation of HIT systems, software and necessary hardware;
- Coordinates, on a peer basis, with other internal teams within the Pennsylvania Medical Society and with external 3rd party data vendors to identify and implement new systems to support The Collaborative's value proposition at effective cost;
- Supervises health information data entry, imports/exports, storage, back-ups integrity and manipulation;
- Supports and often supervises user-training programs for internal stakeholders and will partner with external organizations in the support of user-training programs;
- Monitors changes in specifications used by government and commercial insurers and other buyers and adopts them in the implementation of data analytics as necessary;
- Supports the Vice President of Information Technology in advocating for, enforcing and updating policies/procedures for health information data management, integrity, storage and security;
- Staffs and supports the Care Centered Collaborative Information Security Committee, including working with the Chair to arrange meeting logistics, an agenda, compilation and storage of minutes and other duties as required;
- Help maintain the CRM;
- Other duties as assigned.

The position may supervise other personnel (for example data analysts) necessary for the successful operations necessary to support The Collaborative's HIT functions.

**Qualifications for the Position**
A master's degree in a healthcare related field is desired, but not required. The individual must have a minimum of five years of experience with increasing responsibilities for management and support of healthcare systems. Significant experience in multiple healthcare settings, including health insurance quality, claims, population health/clinical data. Excellent written, oral, and interpersonal skills, and the ability to present sophisticated information to physicians, customers, and lay audiences.

**Special Requirements**
A valid driver's license and a demonstrated proficiency in various computer software programs including the Microsoft Office suite of programs. Also desirable is experience in retrieving, analyzing and reporting from databases using available coding languages and presentation tools.

**EEO Statement**
The Collaborative embraces diversity and equal opportunity in a serious way. We are committed to building a team that represents a variety of backgrounds, perspectives and skills. The more inclusive we are, the better our work will be.

**Interested candidates should forward inquires or a resume and cover letter to**
bbuckingham@patientccc.com.