

BROCKTON NEIGHBORHOOD HEALTH CENTER POSITION DESCRIPTION

Title: Population Health Manager	Supervisor: Project Manager Lean Systems
CEO Signature:	Effective Date: 12/17

POSITION SUMMARY:

The Population Health Manager is responsible for driving value based care initiatives in partnership with health center leadership, providers and staff. The PHM collaborates closely with Community Care Cooperative (C3), BNHC’s ACO. The PHM is a part of BNHC’s Quality Improvement team and reports to the Lean Project Manager.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

- Plays a critical role in performance management by identifying gaps and root cause operational issues, both through data and operational observation.
- Guides actionable initiatives of the gaps and root causes identified.
- Assists care teams in integrating and succeeding in localizing the C3 Model of Care.
- Utilizes a Lean methodology in performance improvement initiatives.
- Leads and coordinates clinical quality and data/process improvement initiatives targeted specifically at achieving quality awards and payments meeting identified goals.
- Lead the transition of innovative ideas from pilot to implementation and share best practices.
- Monitors, analyzes and reports progress toward earning incentives and recommends steps needed to reach targets.
- Assist with various aspects of managing the Model of Care, including specialty referral strategies, co-management agreements, provider meetings, improving patient access and improving patient experience.
- Responsible for developing methods for data collection and extracting data as required. Identifies useful sources of data; initiates data collection; summarizes data into usable formats for presentations and communicates results to the leadership team.
- Reviews QI tools and surveys and provides technical assistance to staff participating in incentive improvement initiatives.
- Provide EHR, Identifi Practice and other technology training in the practice; serve as a resident expert on these applications/tools.
- Facilitate provider and staff education through structured ongoing training.
- Creates an environment of total transparency with staff regarding quality objectives.
- Other assigned duties as requested by supervisor.

QUALIFICATIONS:

- Master's Degree in Health Administration or related degree.
- Requires 5+ years of leadership experience of demonstrated leadership, project management skills, and quality management training.
- LEAN training and experience preferred. **Must be familiar with the following QI Tools:** Plan, Do, Study, Act (PDSA), Process Maps, Graph selection, creation, and interpretation, Project Management
- Proficient in data collection, statistical analysis, and quality control techniques and reporting
- Excellent verbal and written communication skills are required, with the ability to engage, inspire, build credibility and trust.
- Intermediate to advance level with Microsoft Office applications (Excel, PowerPoint and Word.)
- Highly organized and self-motivated individual.
- Collaborative working style with the ability to work across different teams.
- A strong knowledge of clinical processes, operations or analytic role in the health center environment is strongly preferred.
- Minimum of one year in an analytic role.
- Bachelor's Degree

WORKING CONDITIONS:

Works in the community in urban, downtown district. Long hours and weekend work may sometimes be required. Interruptions are present and can be disruptive to work flow. Stress is present due to a high volume of work, diversified nature of activities, and frequent crises and deadlines.

PHYSICAL REQUIREMENTS:

Physical demands requiring lifting of small equipment and/or boxes not to exceed 20 pounds. Standing, walking and sitting involved with position. Visual acuity sufficient for frequent reading and hearing acuity sufficient for holding conversations with or without the use of audio devices.

Signature: _____ **Date:** _____