

Job Description

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| Job Title: Assistant Director of Population Health | Department: Medical Management |
| FLSA Status: Exempt | Reports: Chief Risk and Compliance Officer |
| Effective Date: 10/1/2022 | Revised Date: 12/12/2022 |

Job Summary: Responsible in developing, implementing and monitoring progress in meeting the 2.1 B HEDIS/Gaps in Care goals. Assist in defining Care Management protocols/criteria for the High Risk registry, all Population Health activities including, AHCCCS Targeted Investment Program (TIP) including identifying, measuring and reporting outcomes. Solution focused with a keen ability to isolate causes and create solutions across multiple systems (IT, Business operations, quality management, and billing). This position will support agency risk mitigation activities. Subject matter expert contribution to grant and proposal, as well as diversity, equity and inclusion initiatives. This position will report to the Chief Risk and Compliance Officer.

ESSENTIAL JOB DUTIES AND RESPONSIBILITIES

- Develop, implement and monitor progress in meeting the HEDIS/Gaps in Care goals by:
 - a. Establishing report metrics, methodologies and standards using all data sources to track and monitor HEDIS performance.
 - b. Assisting in developing communication & feedback measures for responding to gaps in care
 - c. Assisting in design and implementation of team, campus and company-wide intervention strategies to close gaps in care
 - d. Establishing written protocols and workflows for addressing gaps in care
 - e. Monitoring progress in addressing gaps in care
 - f. Participating in MIPS coordination meetings and initiatives
- Assist in defining Care Management protocols/criteria for the High Risk registry, care panels and determining under/over utilization
- Assist in maximizing the utilization of population health platforms potential for metrics and reporting for :
 - a. Value-based contract measures
 - b. HEDIS measures
 - c. Other organizational initiatives
- Significant Assistance and contribution in all Population Health activities including:
 - a. AHCCCS Targeted Investment Program (TIP) including identifying, measuring and reporting outcomes.
 - b. The development of Care Management/Case Coordination assessments
 - c. The case formulation process
 - d. Policies, protocols and workflows related to these activities.
- Assist in identifying training and technical assistance needs to achieve fully integrated and collaborative care practices.
- Work closely with digital team to enhance member engagement related to gaps in care, utilization etc. through the use of a SMS and other patient engagement platforms.
- Assist in the development of digital solutions to current data measurement methods including the creation of a data warehouse, reports and dashboards.

- Participate in committees/meetings by related to data governance and utilization of data for clinical initiatives.
- Participate in planning and monitoring of value based payment methods and contracts
- Work collaboratively with the state identified health information exchange service provider, medical leadership and campus staff to optimize utilization of data and alerts within the Health Information Exchange.
- Support in the development of report templates (source, methodology, frequency, audience, monitoring process) for company oversight of contract/quality metrics.
- Develop strategies for accountable care with communication to leadership including regular review processes/tools that includes process for using data to drive care initiatives while evaluating progress and areas for improvement.
- Review models/tools for no-show management and develop standardized procedures throughout the organization to reduce no-shows and increase member engagement.
- Support training department and campus leadership with assessment of culture related to integrated care and evaluate training needs and strategies for implementation.
- Support the training and clinical departments in developing staff training for issues identified in the population health data.
- Supervision of Care Management staff.
- Meet engagement/productivity goals as determined by Director of Population Health and Chief Risk and Compliance Officer. (Engagement goals can be achieved through providing direct patient care, counseling (as appropriate) and consultation/clinical staffing.
- Support agency risk mitigation activities.
- Assist in grant and proposal related activities as needed.
- Support Diversity Equity Inclusion efforts as needed.
- **Facilitate the collaboration between departments to identify any health inequities amongst members and create plans to address any identified findings.** 2.1 B
- To ensure compliance, adequate services, and quality improvement, additional job duties may be required to meet the needs of the program and/or department.

MINIMUM QUALIFICATIONS

- Master's degree in a behavioral health related field with at least two (2) years of full-time behavioral health work experience.
- At least (1) year full-time leadership/management experience
- **(Preferred)** - Associate license in Arizona as a Behavioral Health Professional which includes:
 - o Psychologist
 - o Social Worker
 - o Counselor

KNOWLEDGE, SKILLS, AND ABILITIES

- Demonstrated ability to communicate, problem solve, and work effectively with people and in a team environment.
- Capacity to engage in multiple activities without losing track of needed results.
- Strong attention to detail especially when turning data into information..
- Solution focused with a keen ability to isolate causes and create solutions across multiple systems (IT, Business operations, quality management, and billing.)
- Constant attention to issues relating to utilization management and fiscal sustainability.
- Superior ability to motivate staff in their discharge of their duties and responsibilities.
- Knowledge of applicable state, and federal regulations.
- Good working knowledge of the current landscape of health care financing and utilization issues.
- Ability to take initiatives and see tasks to completion.
- Willingness to accept new responsibilities for organizational leadership.

Computer Skills: Proficiency in typing, using computer software, i.e., EHR/EMR systems, Word, Excel, and PowerPoint and Internet is essential.

Required: Car, valid AZ Driver's License, state minimum insurance coverage and ability to meet and maintain the company's acceptable driving requirements.

Other: Flexible work schedule.

WORKING ENVIRONMENT (This position may include the following situations)

Sitting Standing Lifting 15 lbs.

Typing Pushing Driving Other: Travels 50%

Standard work schedule: 08: 00 am – 5:00 pm with flexibility to work evenings and weekends as needed.

SIGNATURES OF APPROVAL

I HAVE RECEIVED A COPY OF THIS JOB DESCRIPTION. I HAVE READ AND UNDERSTAND THE INFORMATION PRESENTED HERE. THIS JOB DESCRIPTION IS NOT A PROMISE OR A CONTRACT OF EMPLOYMENT, EXPRESSED OR IMPLIED, AND DOES NOT ALTER THE EMPLOYMENT AT-WILL RELATIONSHIP IN ANY WAY.

Employee's Signature

Date

Print Name