

United Physicians

Position: Director, Clinical Services

Department: Care Management

Reports to: CMO

Summary:

Primarily responsible for oversight of all aspects of United Physicians' care management and other related clinical programs. In accordance with various program requirements, and in collaboration with CMO, develops innovative strategies to meet departmental and organizational goals. Successfully executes strategic initiatives. Manages successful relations with external partners, including facilities, payers, programs and practices. Demonstrates strong administrative leadership and clinical expertise. Provides direct oversight and administrative support to Clinical Program Manager and Practice Manager to ensure optimal clinical outcomes for patients, needed services for patients are met, and overall alignment with organizational and program goals, objectives and requirements.

Duties and Responsibilities:

- Works with the Medical Director/CMO to develop strategic initiatives to support departmental and program success
- Responsible for executing strategic initiatives to meet specific performance metrics for all relevant clinical programs -care management, remote monitoring and others as assigned.
- Responsible for enhancing relationships and program services with primary care practices in an effort to expand and more deeply integrate care management across the entire United Physicians provider network
- Functions as subject matter expert on programs with which United Physicians is contracted, including ACO, HICM, CPC+, PDCM, SIM, and others.
- Represents United Physicians in external forums that support United Physicians' contracts as they pertain to care management
- With the Medical Director/CMO, acts as a clinical resource to the company and participates in the development and execution of strategies supporting population health.
- Identifies "Best Practices" and integrates them into program through the development of guidelines, based on best practices, to gear interventions and assignment of patients based upon patient risk and needs.
- Responsible for oversight of departmental budget - tracks financial performance against that budget by discipline and by program. Works with the Practice manager to oversee all aspects of financial operations including revenue cycle management, departmental expenses and all other relevant financial areas.
- Demonstrates strong and effective leadership skills. Facilitates open and timely communication between team members, other employees and external customers by building and reinforcing a culture of respect, support and trust.
- Works with the Clinical Program Manager to ensure clinical team meets expectations with respect to all aspects of delivery of clinical care management services.

- Ensures that the right patients are receiving the right services in the right setting and have established care management plans that meet clinical and self-management goals related to their chronic condition
- Supports the Clinical Program Manager in field supervision of clinical Care Management activities
- Works with Clinical Program Manager to ensure completion of clinical documentation and care management service audits for all Care Management staff providing patient services through audits and direct observations
- Evaluates clinical performance of care management activities.
- Works with the Practice Manager to ensure adequate staffing and service levels, and maintains patient and client satisfaction by implementing and monitoring staff productivity and performance indicators. With the Practice Manager, monitors staff productivity and ensures that team members provide care within and, preferably at the top, of their licensure.
- Assists with selection, orientation and development of new team members. Oversees the process by which they receive appropriate training, development, and continuing education opportunities
- Supports Care Managers and Administrative Staff to promote professional development and achievement.
- Oversees monthly staff meetings and weekly care conferences and participates with the Clinical Manager and Practice Manager in the development of meaningful agendas.
- Conducts performance evaluations in a timely manner.
- Acts as a mentor to all clinical team members in improving clinical outcomes, delivering care management services and improving panel management skills
- Identifies operational issues, staffing, resources, system and program needs and works with the Practice Manager to resolve.
- Manages and completes assigned work plan objectives and projects in a timely manner.
- Participates in committees, task forces, work groups and multidisciplinary teams as needed.
- Acts as an information and problem-solving resource for Care Management team members.

Knowledge/Skills/Abilities

- 10 or more years administrative experience in health care leading high functioning clinical team(s) or department(s) with proven record of success in meeting program and organizational goals
MSN, Masters Degree in Nursing, Health Administration, or equivalent preferred
- In-depth knowledge and experience delivering care management or other clinically relevant services, including extensive knowledge in care management principles, care management models, self management techniques, motivational interviewing, patient assessment, and patient risk stratification
- Clinical knowledge and experience with the needs of patients with complex clinical conditions
- Familiarity with principles of Population Health management

- Knowledge of chronic care management and disease management protocols
- Demonstrated ability to communicate, problem solve, and work effectively with people.
- Able to use effective management principles to meet productivity standards
- Excellent organizational skill with the ability to manage multiple priorities.
- Work independently and handle multiple projects simultaneously.
- Knowledge of applicable state, and federal regulations.
- Ability to take initiative and see tasks to completion.
- Computer skills and experience with Microsoft Office Products.
- Excellent verbal and written communication skills.
- Maintain confidentiality and comply with Health Insurance Portability and Accountability Act (HIPAA).
- Skilled at establishing and maintaining positive and effective work relationships with coworkers, patients, physicians and other customers.

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.