

## Job Description

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| <b>Job title:</b>                 | <b>Practice Transformation Consultant</b> |
| <b>Reporting to:</b>              | <b>Manager</b>                            |
| <b>Department:</b>                | <b>Practice Transformation</b>            |
| <b>Salary Range:</b>              |   |
| <b>Hours:</b>                     | <b>Full-time Exempt</b>                   |
| <b>Performance Review period:</b> | <b>Calendar Year</b>                      |
| <b>Revision Date:</b>             | <b>December 12, 2018</b>                  |

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### Purpose of the position

The Practice Transformation Consultant is responsible for strengthening the relationship between United Physicians and assigned client physicians and practices with the objective of maximizing performance. This is accomplished by simultaneously: (1) acting as the main point of contact for assigned clients, identifying, tracking and resolving all issues related to membership in United Physicians and (2) delivering or coordinating consultative services to increase value based reimbursement including patient-centered medical home implementation, process improvement, quality improvement, increasing efficiency, and health information technology optimization.

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### Responsibilities & duties

- Establishes and maintains positive and productive relationships with office staff and physicians at all assigned client practices
- Develops and maintains positive and productive relationships with all internal departments
- Identifies, tracks and resolves issues related to all operational and transactional relationships between assigned client practices and United Physicians, including membership, credentialing, plan and program enrollment, accounting, authorization and claims processing issues, hosted IT applications, portal access and usage, and care management
- Ensures timely and accurate on-boarding and off-boarding of physicians and practices
- Recruits new physicians and practices to the company and for identified contracts and programs
- Identifies most important improvement opportunities at assigned practices
- Engenders practice accountability for change and improvement
- Identifies process changes or capability adoption to drive improvement
- Facilitates process and technology improvement and work flow changes in practices
- Engages medical directors for counseling and corrective action process as required
- Audits practice attestations on PCMH and PCMH-N capabilities
- Staff support for leadership, regional, specialty steering committee, and office manager meetings
- Participates in development of best practice documentation, process improvement work flows, and other performance improvement job aids

- Completes special projects assigned

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## Qualifications

- Knowledge of operational processes within the company
- Successful experience in providing customer service
- Knowledge of lean process improvement (including value stream mapping, cause and effect or 5 why diagrams, A3 presentations, PDCA cycles, 5S process and sources of waste)
- Moderate analytic ability (including pivot tables, Pareto analysis, sources of errors in data, risk adjustment, price/volume variance analysis, application of benchmarks, coefficient of variance)
- Understanding of specifications of quality, use and financial metrics used by national agencies and local payers
- Understanding of credentialing and plan enrollment processes
- PCMH, population health, clinical integration, chronic care model theory and application
- Experience with ambulatory practice management
- Moderate project management skills (including ability to map dependencies, identify critical path)
- Familiarity with use of patient or disease registry and common EMRs in population health management
- Knowledge of CPT, ICD, and HCPCS coding
- Knowledge of DRG, RBRVS, APC reimbursement methodologies, including application of outliers, copays and deductibles, allowed versus paid
- Valid driver's license and reliable transportation
- Bachelors Degree in business, health care administration, nursing, health information technology or related field
- 5 years experience in related position
- Proficiency with Microsoft Office applications

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## Performance Skills

- Listens, seeks to understand and articulates the values and interests of others
- Ability to decompress conflict by acknowledging source of conflict and refocusing on improvement principles and objectives
- Quickly identifies problems that affect clients and other departments, informs impacted parties with transparency and works to resolve issues in a timely, thoughtful and respectful manner
- Balances identified performance challenges with practice priorities and interpersonal relationships to build ever increasing momentum towards transformation
- Comfortable independently demonstrating qualifications in group settings
- Ability to identify priorities and stay on schedule, and help internal partners and clients do the same
- Demonstrates relentless optimism about the future of the company, its clients and the health care delivery system
- Attention to detail and dependencies

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## 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.