



Position/Job Title: Population Health Manager
Reports to: Associate Executive Director
Posting Date: 8/26/2021
Job Code: 410
Pay Class/Status: Management - Exempt

Summary:

IHP's Population Health Services team delivers innovative patient-centered initiatives and services impacting the overall health and wellness of individuals and the populations to which they belong. Reporting to the Associate Executive Director, the Population Health Manager is responsible for the day-to-day functional leadership and management required to deliver outstanding population health services to employers, customers, patients/participants, and providers.

Responsibilities include program enhancement, planning, implementation of strategy, and oversight of programming, including, but not limited to, care management, health coaching, utilization management, and selected provider and staff education. In addition, the Manager mentors, guides, and manages staff in all designated functional areas. He/she coordinates improvement activities, analyzes program data, and ensures alignment with organizational mission, vision, values, and strategic initiatives and reports routinely to the executive management team. The Manager collaborates and coordinates activities with managers within the Clinical Performance Improvement Team. He/she also serves as a liaison with customers, employers, physicians, and community agencies.

Essential Functions:

1. Leads, coordinates, implements, and monitors organizational strategy related to population health services programs including care management, health coaching, utilization management, and selected provider and staff education.
2. Fosters innovation and problem solving with population health services staff and ensures collaboration and coordination between population health services staff, related project teams, and other functional areas of IHP.
3. Leads and coordinates routine communication and reporting with customers, employers, and provider offices related to population health initiatives and services, including care management, health coaching, utilization management, and provider and staff education.
4. Utilizes exemplary writing skills in both content and structure to convey ideas, celebrate successes, communicate issues or concerns, and report routine information.
5. Develops, manages, and maintains new and existing collaborative relationships and coordinates activities with providers and their staff, employers, vendors, customers, community stakeholders, consultants, and others needed to effectuate a program of excellence in keeping with IHP's mission, vision, and values.

6. Conducts identified provider and staff educational sessions, such as motivational interviewing and self-management support, cultural competency, health literacy, teach-back, and related topics.
7. Develops, implements, monitors, and revises the population health services programs and work plans.
8. With executive management, participates in expanding business and developing new business lines.
9. Maintains a thorough understanding of care management programs and initiatives, including governmental programs and those of commercial payers, attends related meetings, and develops productive relationships and partnerships in support of these programs.
10. Collects data, conducts data analysis, and prepares reports, including performance and productivity reports, for programs within areas of responsibility: health coaching, care management, utilization management, and selected provider and staff education.
11. Leads and coordinates content for the Care Management Collaborative and other educational programs in support of practice care managers. Prepares materials necessary for submission to obtain nursing continuing education contact hours.
12. Coordinates with fellow managers and their teams on health plan initiatives related to transitions of care, emergency department utilization, avoidable inpatient admissions, clinical measures, and financial requirements.

Supervisory Responsibility:

While a Manager in any functional area has specific responsibilities related to his/her areas of oversight and accountability, his/her greatest and first priority is performance as a leader. The following responsibilities and expectations describe how the Manager fulfills his/her responsibilities inherent in the role of leader.

1. Establishes a unifying vision for his/her team that supports IHP's mission and strategic plan.
2. Serves as a model for his/her team and other IHP staff related to IHP's culture and expectations associated with the foundations of a highly functioning team. Behaves in a manner reflective of IHP's mission, vision, values, context, and standards of behavior.
3. Mentors and guides his/her staff in professional development while timely addressing concerns related to skills and behavior.
4. Provides training and mentoring through interactive dialogue and intermittent and routine activities such as one on one meetings and conducting performance appraisals.
5. Builds a cohesive team that supports one another and functions in collaboration with other teams and workgroups within IHP.
6. Fosters open and productive communication with IHP staff and external partners.
7. Establishes personal and team goals in alignment with IHP's mission and strategic initiatives, monitors progress, and adjusts as appropriate.
8. Develops a thorough understanding of the organizational financial implications of his/her lines of business. Utilizes financial information to make high-quality decisions.
9. Provides the executive leadership team with routine performance reports related to functional areas of responsibility and participates in related planning.

10. Participates in and contributes to a high-functioning management team with fellow Managers.

Additional Responsibilities/Duties:

(The following examples are intended to be descriptive but not restrictive.)

1. Identifies and implements process improvement initiatives related to IHP's population health programs including care management, health coaching, utilization management, and selected provider and staff education to ensure optimal performance.
2. Develops plans of action and conducts evaluation, data analysis, surveys, focus groups, or other means of obtaining input on population health services improvement and new program development.
3. Coordinates with Associate Executive Director as needed to meet the goals of the program.
4. Ensures documentation of population health services initiatives is accurately and completely captured.
5. Develops, implements, and monitors adherence to policies, procedures, and timeliness for population health programs.
6. Maintains a broad view of health care issues and changes that may impact IHP.
7. Represents IHP on state, regional, and community groups.
8. Participates fully as a member of the Population Health and Clinical Performance Improvement teams, including culture development and building strong teams to deliver IHP's mission.
9. Demonstrates commitment to providing outstanding customer service in a manner that is reflective of IHP's mission, vision, values, organizational context, code of conduct, and customer service standards.
10. Committed to continuing professional development.
11. Maintains a working knowledge of applicable Federal, State and local laws and regulations, IHP's Compliance Program & Code of Conduct as well as other policies and procedures, in order to ensure adherence in a manner that reflects honest, ethical and professional behavior.
12. Performs related duties as assigned.

Education/Experience:

Required Education and Experience:

1. Bachelor's degree in Nursing required
2. Registered Nurse (RN) with current Michigan license in good standing
3. Minimum of seven (7) years related professional health care experience.
4. Minimum three (3) years management experience.
5. Demonstrated experience in program implementation.
6. Experience and/or ability to work with diverse populations.

Preferred Education and Experience:

1. Master's Degree in Nursing, education, or health related discipline preferred.
2. Two (2) years of experience in one or more of the other areas of health plan, care/case management, and/or education is preferred.

3. Behavioral health experience desired.

Professional Competencies, Licensure/Certification, Etc.:

Competencies:

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| Communication | Analytical skills |
| Interpersonal skills | Grammar and spelling skills |
| Customer relations skills | Problem solving skills |
| Computer skills | Organizational skills |
| Microsoft Excel, Word, PowerPoint | Basic math skills |
| Demonstrate and maintain high level of accuracy | Time management skills |
| Conflict resolution skills | Self-care/stress management skills |
| Public speaking | |

Licensure/Certification:

1. Registered Nurse (RN) with current Michigan license in good standing
2. Attainment of *Certified Health Coach* certification or equivalent and completion of *Motivational Interviewing Network of Trainers (MINT)* level one training required within one year of hire.

Other Requirements:

This job may have additional requirements for working on-site or embedded within a member practice or business partner and will be considered an alternate work site. Additional requirements may vary based on facility or regulatory requirements for the alternate work site.

Work Environment:

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

This is largely a desk-bound role; however, frequent movement throughout the office is required. Frequent sitting, standing, and walking are daily activities. Some bending and filing may be required. This would require the ability to lift files, open filing cabinets and bend or stand as necessary.

Position Type/Expected Hours of Work

This is a full-time position. Days and hours of work are Monday through Friday. Hours of operation are typically 8:00 a.m. to 5:00 p.m. with some scheduled evening events. Work hours may vary by position with some positions requiring extended workdays depending on business needs. A typical work week for an exempt position averages 45 hours worked per week.

Travel:

This position requires up to 40 percent travel. Majority of travel will be in Southwest Michigan; however, additional travel may be required as needed.

Accountability/Authority:

The Population Health Manager has the authority to act in good faith, while making ethical business decisions for IHP that may impact IHP's financial and strategic goals as it relates to creating new and building existing relationships with community partners; and establishing opportunities for developing new lines of business. This position requires a high level of demonstrated confidentiality, leadership skills, and decision-making ability.

The above statements are intended to describe the general nature and levels of the work performed and are not exhaustive lists of all duties, responsibilities, knowledge, skills, and abilities and working conditions associated with the job. As changes occur IHP reserves the right to modify the above description.