



Position/Job Title: Population Health Nurse
Reports to: Population Health Manager
Posting Date: 09/30/2021
Job Code: 310
Pay Class/Status: Professional-Licensed - Exempt

Summary:

Reporting to the Population Health Manager, the Population Health Nurse is responsible for the implementation of Integrated Health Partners' (IHP) Population Health program with diverse job functions designed to meet specific contractual and program-related requirements. This role focuses on improving the health status and care for individuals with chronic conditions; potentially complex medical, behavioral health, and psychosocial/social determinants of health; and transitional case management processes for individuals covered by payers delegating or contracting with IHP to perform these services.

Essential Functions:

Primary responsibilities will include one or more of the essentials functions listed below:

Care Management:

1. Carries out transitional care management program.
2. Conducts chronic condition management for individuals with target chronic conditions.
3. Conducts outreach through face-to-face, telephone, video, secure email, or postal mail to engage and enroll members.
4. Assesses individual needs and develops plans to address needs/issues related to condition(s) and/or overall health.
5. Actively participates in IHP and/or community-based initiatives related to care management and transitions of care.
6. Conducts patient education regarding condition and symptom management, red flag warning signs, the importance of adhering to medications and evidence-based guidelines and refers to customer-sponsored or community support programs.
7. Establishes self-management goal(s) with patients using self-management support concepts and motivational interviewing techniques.

Utilization Management:

1. Using the nursing process, conducts prospective, concurrent, and retrospective review activities for uncomplicated and complex Utilization Management cases.
2. Coordinates and communicates with health plan(s) and practices, as appropriate.
3. Carries out transitional case management activities for uncomplicated and complex cases through avoidance of hospitalization or facilitating the timely discharge of hospitalized members.

4. Communicates with facilities, as needed, to obtain utilization review reports and makes determinations regarding appropriateness of admission, length of stay, and case management needs.
5. Receives referrals from primary care physician offices that require plan approval, reviews and investigates medical information received, and determines whether coverage is available using health plan certificates of coverage and medical policy.
6. Makes determinations regarding coverage of benefits within NCQA, IHP, and other regulatory timeframes.
7. Determines appropriate level of care in accordance with health plan medical policies and notifies the provider of the final determination.
8. Documents accurately and completely in relevant data system to demonstrate adherence to UM policies, procedures, and timeframes.

Health Coaching:

1. Outreaches to participants eligible for health coaching to enroll them in the program; provides necessary health coaching to improve health status and reduce or eliminate behaviors that place the enrollee at risk for adverse health outcomes.
2. Fosters trust with participants to facilitate behavior change.
3. Encourages adoption of habits that are conducive to a higher quality of life.
4. Educates participants regarding self-management behaviors to improve or stabilize condition(s).
5. Supports operational aspects of health coaching to meet IHP's customer requirements and satisfaction.
6. Through collaboration with participants, develops customized care plans for program participants, including self-management goals and action plans.
7. Coordinates care with primary care physicians, community agencies, and other relevant entities.
8. Applies risk stratification to target eligible enrollees for specific health coaching services.
9. Develops and implements plans to increase client motivation and engagement and self-efficacy in all aspects of chronic care and condition management.
10. With participant, establishes self-management goal(s) using self-management support concepts and motivational interviewing techniques.
11. Documents all care and condition management activities appropriately, promoting accurate and timely reporting to customer, as applicable.

Additional Responsibilities/Duties:

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

1. Applies the principles of the nursing process to care management and coordination of individuals with chronic conditions or requiring health coaching services.
2. Assists in provider and office staff education regarding Population Health initiatives.
3. Assists with preparation of materials required for NCQA and health plan oversight visits.
4. Conducts audits and studies as directed. Prepares reports associated with same.
5. Communicates regularly with physician office staff in evaluating requests for benefit determination.
6. Participates fully as a member of the Population Health team, including participating in culture development and building a strong team for delivering IHP's mission.

7. 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.
8. Identifies opportunities for continuous improvement, develops related plans of action, and implements process and documentation improvements.
9. Committed to continuing professional development.
10. Maintains a working knowledge of applicable Federal, State and local laws and regulations, IHP’s Compliance Program & Code of Conduct, ERISA, HIPAA privacy, transaction and code set requirements, as well as other policies and procedures, in order to ensure adherence in a manner that reflects honest, ethical, and professional behavior.
11. Performs related duties as assigned.

Education/Experience:

Required Education and Experience:

1. Registered Nurse (RN) with current Michigan license in good standing required.
2. Six (6) years clinical nursing experience in acute care setting.
3. Experience and/or ability to work with diverse populations.

Preferred Education and Experience:

1. Bachelor’s degree in Nursing or related field; with a minimum of three (3) years clinical nursing experience in acute care setting.
2. Experience in certified case management, chronic care nursing, or as a certified health coach is desirable.
3. Additional experience in ambulatory care, home health, physician practice, utilization management, or other community setting preferred.

Professional Competencies, Licensure/Certification, Etc.:

Competencies:

Clear and assertive written and verbal Communication	
Interpersonal skills	Grammar and spelling skills
Proven customer relations skills	Problem solving skills
Computer skills	Organizational and Prioritization skills
Proficient in Microsoft Excel & Word	Basic math skills
Demonstrate and maintain high level of accuracy	Time management skills
Conflict resolution skills	Clerical skills
Strong attention to detail	Analytical skills

Licensure/Certification:

1. Registered Nurse (RN) with current Michigan license in good standing.
2. Certified case management preferred.
3. Certification in health coaching preferred.
4. Must complete Clinical Health Coach certification program and pass certification exam within the first 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. In order to accommodate commitments to customer program agreements, one weekday evening per week will be required along with alternating, or as necessary, on-call week-end duty for utilization management. A typical work week for an exempt position averages 45 hours worked per week.

Travel:

This position requires up to 25 percent travel. Majority of travel will be in Southwest Michigan; however, additional travel may be required as needed.

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.