



Position/Job Title: Population Health Nurse
Reports to: Associate Manager, Population Health Services
Approved/Revised Date: 09/25/2017
Job Code: 310
Pay Class: Professional Licensed

Summary:

The Population Health Nurse is responsible for the implementation of IHP's Population Health services 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, mental health, and psychosocial issues; and transitional case management processes for individuals covered by health plans who have delegated the responsibility to IHP and for other contracted entities.

Essential Functions:

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 follow-up, by telephone, secure e-mail, or postal mail with goal of engaging enrollee.
4. Assesses individual needs and develops plans to address needs/issues related to condition(s) and/or overall health.
5. Actively participates with community-based initiatives related to care management and transitions of care, including the IHP Care Management Collaborative.
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.

Condition Management:

1. Responsible for outreaching to participants that are eligible for the condition management program, enrolling them in the program, and providing necessary health coaching to reduce or eliminate high-risk behaviors.
2. Fosters trust with participants to facilitate behavior change.
3. Encourages adoption of habits that are conducive to a higher quality of life.
4. Supports operational aspects of the program to meet IHP's customer requirements and satisfaction.
5. Develops and conducts onsite health-related wellness seminars and training courses for eligible participants and family members, as applicable.
6. Develops and distributes health education materials to identified employees and family members.

7. Through collaboration with participants, develops customized care plans for program participants including self-management goals and plans of action.
8. Coordinates care with other health-related vendors and community agencies for optimal patient care.
9. Using risk stratification system, targets enrollees in customer specific condition management programs for outreach.
10. Conducts outreach through face to face follow-up, by telephone, secure e-mail, or mail with goal of engaging enrollee in program(s) in accordance with the care and condition management policies and procedures.
11. Develops and implements plans to increase client motivation and engagement and self-efficacy in all aspects of chronic care and condition management.
12. Conducts condition management education regarding self-management behaviors to improve or stabilize the condition.
13. With participant, establishes self-management goal(s) using self-management support concepts and motivational interviewing techniques.
14. 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 and condition management of individuals with chronic conditions and those needing transitional care coordination.
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. Identifies opportunities for continuous improvement, develops related plans of action, and implements process and documentation improvements.
7. 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.
8. Demonstrates commitment to providing outstanding customer service in a manner that is reflective of our mission, values, and customer service standards.
9. Performs related duties as assigned.

Education/Experience (Minimum Requirements):

Registered Nurse and Bachelor's degree in nursing.

Certified Case Management or Chronic Care Nurse preferred. Certified health coach, or commitment to successfully complete within six months of employment.

Specific Knowledge, Skills, Licenses, Certifications, Etc:

Experience:

Three years clinical nursing experience in acute care setting. Additional experience in ambulatory care, home health, physician practice, utilization management, or other community setting preferred.

Skills:

Ability to communicate orally and in writing clearly and assertively.
Ability to analyze, plan, think critically and problem-solve effectively.
Ability to organize, prioritize, and be flexible.
Ability to work within a variety of teams.
Strong attention to detail
Demonstrate and maintain high level of accuracy.
Proven customer relations skills.

Licensure: RN with current Michigan license in good standing.

Comments: Travel will be required in this position, majority of which is local. One weekday evening per week will be required, with the possibility of one weekend day per month required in order to accommodate commitments to customer program agreements.

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.