



Position/Job Title: Health Coach
Reports to: Associate Manager, Population Health Services
Approved/Revised Date: 01/16/2018
Job Code: 300
Pay Class: Non-Licensed Professional

Summary:

Reporting to the Associate Manager, Population Health, the Health Coach will assist program participants in finding new ways to inspire improved health habits. The position will work closely with IHP customers and their employees in promoting wellness and helping individuals realize their personal best. The Health Coach will be responsible for developing a health coaching relationship with participants and assist them through the process of actively working towards better health by providing support, encouragement, and education. The Health Coach will work in a team-based environment partnering with nurses to provide support for clinical issues.

Essential Functions:

Condition Management:

1. The Health Coach is 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. Actively participates with community-based initiatives related to care management and transitions of care, including the IHP Care Management Collaborative.
13. Conducts condition management education regarding self-management behaviors to improve or stabilize the condition.
14. Refers to IHP Population Health Nurse, customer-sponsored or community support programs as appropriate for individuals with target chronic conditions or within identified sub-populations.
15. With participant, establishes self-management goal(s) using self-management support concepts and motivational interviewing techniques.
16. 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. Assesses participant clinical and non-clinical needs and refers to Population Health Nurse for clinical issues.
2. Revises the risk score and care plan of a participant based on information obtained during conversations with the participant.
3. Encourages participant to consent to sharing of information between condition management program staff and their primary care physician where access to participant is related to employer benefits.
4. Conducts audits and studies as directed. Prepares reports associated with same.
5. Participates with community-based initiatives and collaborates with other health care and/or community organizations to facilitate effective care coordination.
6. Identifies opportunities for continuous improvement, develops related plans of action, and implements process and documentation improvements.
7. Participates fully as a member of the Population Health Team, including participating in the Mastermind process and building a strong team for delivering IHP's mission.
8. 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.
9. Demonstrates commitment to providing outstanding customer service in a manner that is reflective of our mission, values, and customer service standards.
10. Performs related duties as assigned.

Education/Experience (Minimum Requirements):

Experience working in a Health Care setting, physician office, or hospital in patient support or advocacy. Certification preferred relevant to specific field of study with minimum of 3 years of experience.

Specific Knowledge, Skills, Licenses, Certifications, Etc.:

Experience:

Experience in ambulatory care, home health, physician practice, 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: N/A

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.