



Position/Job Title: Practice Coach
Manager: Clinical Quality Improvement Manager
Posting Date: 4/22/2019
Job Code: 310/320
Pay Class: Professional

Summary:

Reporting to the Clinical Quality Improvement Manager, the Practice Coach facilitates improvement in quality and experience of care within provider offices in the areas of patient centered medical home, organized systems of care, and payer incentive programs utilizing Lean and other process improvement techniques. The Practice Coach assists provider offices and IHP in identifying opportunities for improvement and increased efficiencies and provides training and support to facilitate sustained process improvement. He/she leads Blue Cross Blue Shield of Michigan's (BCBSM) Physician Group Incentive Program (PGIP) initiatives and supports other payer incentive programs.

Essential Functions:

1. Assists provider offices in the areas of quality improvement, organized systems of care, process improvement, patient centered medical home, and other payer incentive programs.
2. Maintains a comprehensive knowledge of payer incentive programs, including but not limited to the BCBSM Physician Group Incentive Program.
3. Leads PGIP and other quality improvement initiatives as directed, including data analysis and coordination and collaboration with internal and external resources and customers as appropriate.
4. Assesses provider offices' functionality related to Patient Centered Medical Home, Organized Systems of Care (OSC), PGIP, and other incentive programs. Performs a gap analysis and assists with the development and implementation of improvement processes.
5. Develops ongoing relationships with current and potential IHP physicians and their staff.
6. Plans and leads individual and group meetings internally and within provider practices to facilitate quality improvement, judicious use of health care resources, and support of evidence-based care. Collaborates with appropriate individuals to secure continuing medical education credits and continuing education units

Additional Responsibilities/Duties:

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

1. Facilitates Lean process improvement initiatives in provider offices and IHP.
2. Supports change management including the identification and development of tools and resources to support quality and process improvement.

3. Collaborates with other IHP practice coaches to facilitate coordinated and consistent messaging and sharing of best practices.
4. Contributes to IHP newsletter and Website showcase.
5. Maintains a broad view of health plan issues and changes that may impact IHP and its owners.
6. Represents IHP on state, regional and community groups.
7. Develops and maintains working relationships with health plan representatives.
8. Demonstrates commitment to providing outstanding customer service in a manner that is reflective of our mission, vision, values and customer service standards.
9. Identifies opportunities for continuous improvement, develops related plans of action, and implements process and documentation improvements.
10. Participates fully as a member of the Quality Improvement team, including participating in the Mastermind process and building a strong team for delivering IHP's mission.
11. Maintains a working knowledge of applicable Federal, State and local laws and regulations, IHP's Compliance Program and Code of Conduct, as well as other policies and procedures in order to insure adherence in a manner that reflects honest, ethical and professional behavior.
12. Performs related additional duties as assigned.

Education/Experience (Minimum Requirements):

Bachelor's degree in business, finance, or health-related field or appropriate experience. Lean certification is preferred and required within two years of employment.

Specific Knowledge, Skills, Licenses, Certifications, Etc:

Experience:

Minimum of three years of professional experience, preferably in health care and quality improvement.

Skills:

Communication	Analytical skills
Interpersonal skills	Problem solving skills
Customer relation skills	Grammar and spelling skills
Computer skills	Organizational skills
Microsoft Excel, Word, Access	Basic math skills
Demonstrate and maintain high level of accuracy	Time management skills
Conflict resolution skills	

Licensure: N/A

Accountability/Authority:

High level of responsibility, autonomy, and confidentiality; co-leads projects; some decisions may impact financial or strategic goals of IHP

Comments: Commitment to continuing professional development. Experience working with diverse populations. Early morning and evening meetings and travel are required with this position.

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.