



**Position/Job Title:** Practice Consultant  
**Reports to:** Clinical Quality Improvement Manager  
**Posting Date:** 01/27/2020  
**Job Code:** 320  
**Pay Class:** Professional - Exempt

**Summary:**

Reporting to the Clinical Quality Improvement Manager, the Practice Consultant facilitates improvement in quality and experience of care within provider offices in the areas of patient centered medical home, organized systems of care, business operations, and payer incentive programs. The Practice Consultant assists provider offices and IHP in identifying opportunities for improvement, increased efficiencies, and support to facilitate sustained process and quality improvements. He/she provides intense support to low performing offices.

**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, shared savings programs, risk-based contracts and other incentive programs.
3. Provides value to the physician and practice staff through expertise, consultation, data analytics and change management.
4. Coordinates physician office project workflow by regularly interacting with providers and internal staff.
5. Develops ongoing relationships with current and potential IHP physicians and their staff.
6. Assists in identifying and implementing best practices for coding and billing to ensure proper reimbursement, acuity level of patients and adherence to coding guidelines.
7. Supports specialist offices in building value-based reimbursement (VBR) capacity.

**Additional Responsibilities/Duties:**

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

1. Facilitates process improvement initiatives in provider offices and IHP.
2. Identifies other functional areas or roles within IHP (such as practice coach, HIS, health coach) that can be leveraged to support/improve processes, quality, cost and/or utilization.
3. Supports change management including the identification and development of tools and resources to support quality and process improvement.
4. Collaborates with IHP practice coaches to facilitate coordinated and consistent messaging and sharing of best practices across practice sites.
5. Contributes to IHP newsletter and website showcase.

6. Maintains a broad view of health plan incentive programs, issues, and changes that may impact IHP and its member practices.
7. Represents IHP on state, regional and community groups.
8. Develops and maintains working relationships with health plan representatives.
9. Participates fully as a member of the Quality Improvement team including participating in culture development and building a strong team for delivering IHP's mission.
10. 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.
11. Identifies opportunities for continuous improvement, develops related plans of action, and implements process and documentation improvements.
12. Commits to continuing professional development.
13. 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.
14. Performs related duties as assigned.

**Education/Experience:**

Required Education and Experience:

1. Bachelor's degree in business, finance, or health-related field or in another field with requisite experience required.
2. Five (5) years of related professional experience.
3. Healthcare practice management experience; ability to identify, analyze and resolve operational problems in physician practices.
4. Billing, coding and auditing knowledge.
5. Experience and/or ability to work with diverse populations.

Preferred Education and Experience:

1. More than five (5) years of professional experience in one or more of the areas of healthcare and quality is preferred.
2. Certification in coding preferred or commitment to obtain within two (2) years of employment.

**Professional Competencies, Licensure/Certification, Etc.:**

Competencies:

Superior organization and planning	Effective written and verbal communication
Keen judgement and decision-making ability	Analytical skills
Interpersonal skills	Grammar and spelling skills
Customer relations skills	Problem analysis and problem-solving skills
Computer skills	Organizational skills
Microsoft Excel, Word, Access	Basic math skills
Demonstrates and maintains high level of accuracy	Time management skills
Conflict resolution skills	

Licensure/Certification: N/A

**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 or early mornings depending on business needs. A typical work week for an exempt position averages 45 hours worked per week.

**Travel:**

This position requires up to 50 percent travel. Majority of travel will be in Southwest Michigan; however, additional travel may be required as needed.

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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.



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