



Position/Job Title: Practice Coach
Reports to: Clinical Quality Improvement Manager
Posting Date: 03/06/2020
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. 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.
9. 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.
10. Identifies opportunities for continuous improvement, develops related plans of action, and implements process and documentation improvements.
11. Committed to continuing professional development.
12. 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.
13. 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. 3 years of related professional experience.
3. Experience and/or ability to work with diverse populations.

Preferred Education and Experience:

1. More than 3 years of professional experience in one or more of the other areas of health care and quality is preferred.

Professional Competencies, Licensure/Certification, Etc.:

Competencies:

Communication	Analytical skills
Interpersonal skills	Grammar and spelling skills
Customer relations skills	Problem solving 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/Certification:

1. Lean certification is preferred
2. Must complete Lean certification within the first two years of employment.

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. A typical work week for an exempt position averages 45 hours worked per week.

Travel:

This position requires up to 40 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.