

Position Title: **Primary Care Network - Care Management, Program Manager**

Status: Full-Time

Work Location: 135 Corporate Woods, Suite 200c Rochester, NY 14624

Interested applicants please apply at: <http://www.rochester.edu/working/hr/jobs/> Reference Job #: 227964

Position Summary:

The Program Manager for PCN (Primary Care Network) Care Management provides direct clinical and administrative supervision for the PCN care management program team with strategic direction and guidance from the AHP/PCN/URMC Senior Director of Care Management. He or she also serves as a member of the AHP/URMC Care Management Organization (CMO) leadership team. The Program Manager is responsible for supervising care management staff assigned to the PCN practices. S/he also provides timely feedback to care management staff to inform their process improvement on PCN workflows, quality improvement initiatives designed to improve patients' health outcomes and decrease unnecessary health care utilization. Clinical oversight includes: partnering with the PCN population health team on population health initiatives such as closing gaps in quality metrics for Excellus, UHC, etc, and decreasing unnecessary health care utilization, patient and family assessments, care/treatment planning, chronic disease management, care coordination, self-management support and transitions care management. All of these activities occur in collaboration with each patient's primary care physician and other members of the interdisciplinary treatment team at the practice.

Specific Responsibilities:

- Provides direct clinical supervision and ensures professional development for RN care managers working in PCN practices.
- Is a member of the administrative team which develops and implements policies, procedures, and clinical initiatives for RN care managers serving PCN practices that are consistent with the AHP/URMC Care Management Organization (CMO) and PCN strategic plans.
- Ensures that staff new to PCN's care management team are thoughtfully oriented to their positions and have access to frequent clinical supervision especially during the first year of employment.
- Supervises and mentors care management staff in collaboration with the Senior Care Managers in process improvement, office integration, quality metric management and quality improvement processes; provides leadership and case consultation to care management team.
- Develops and/or executes quality improvement, performance optimization, process improvement initiatives and programs in collaboration with PCN Senior Care Managers and senior leaders within PCN and the Senior Director; cultivates and supports a team-based culture of continuous quality improvement across the care management network.
- Collaborates with and fosters a collaborative relationship with the PCN Clinical Operations and PCN Operations team to support effective practice integration of CM-led and involved initiatives.
- In collaboration with the Senior Director for Care Management, leads efforts to optimize use of the care management platforms in Epic and other patient facing Care Management tools across PCN practices.
- Oversees human resource and systems management to meet quality standards including assessment, care planning and documentation standards as well as high quality internal and external communication standards; integrates data from the Epic to assess/maintain excellent care management delivery including minimal unwarranted variation in care across the care management team and across PCN.
- With guidance from the Senior Director of Care Management and in collaboration with senior CMO and PCN leaders designs and leads data information analytics for the PCN CM program productivity and implementation fidelity, and training workshops for care management staff on these data and analytics.

- Leads recruitment of care management staff with support of PCN Senior Care Managers.
- Collaborates with the Senior Director of Care Management and senior PCN leaders to develop and monitor data collection and reporting systems to inform analyses regarding the ongoing impact of care management on patient outcomes, health care utilization, patient and health care team satisfaction and operational decisions on staffing CM across the PCN.
- Oversees and partners with the CMO informaticist and other members of the CMO operations leadership council the development of PCN CM epic tools and clinical informatics projects relevant to the PCN CMs.
- Serves as member of AHP/URMC CMO Leadership Council and other select CMO committees as needed.
- Serves as a member of the PCN Population health team to develop and implement a robust quality improvement program that addresses all patients and all insurance programs in line with the CMO and PCN strategic plans.
- Performs other duties as assigned.

Education & requirements:

RN with current NYS license required degree and relevant Master's degree (e.g. Clinical Nurse Leader, Health Systems Leadership, MBA) with at least 3-5 years of clinical experience including care management ambulatory, community and/or population health OR equivalent combination of education and experience.

Expectations:

- Command of population health strategies including clinical roles to support optimal patient experiences and outcomes of care as well as efficient use of health care resources.
- Excellent communication skills and ability to form strong collaborative interdisciplinary partnerships across care settings and interdisciplinary care team members.
- Excellent technological skills including ability to integrate multiple data sources to inform care management and population health initiatives.
- Leadership aptitude, creativity and strong organization skills.
- Ability to work independently and with teams, and meet deadlines.

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