



Clinical Transformation Consultant Job Description

Title: Clinical Transformation Consultant

Status: Full Time

Reports To: Senior Director of Clinical Outcomes & Quality

Location: 400 Winding Creek Boulevard, Mechanicsburg, PA 17050

Issue Date: October 8, 2021

Position Summary:

The Care Centered Collaborative (CCC) and its functional subsidiary, the PA Clinical Network (PACN), were created by the Pennsylvania Medical Society to empower physicians to lead and thrive as healthcare payment models evolve. The PACN promotes and enables value-based care arrangements and contracting that support and sustain physician-led practices in Pennsylvania with actionable information to improve individual and community care.

The Clinical Transformation Consultant (CTC) will be a key contributor to the successful execution of the critical functions needed to support the PACN and its value-based contracts. This job is a highly skilled subject matter expert (SME) in Medicare STARS, HEDIS and risk revenue streams and provides strategic, hands-on, office-based support to providers and their inter-departmental teams for transformation of workflows resulting in outstanding performance. This position will focus on supporting the value strategy for each practice and overall operational functions of the PACN. Billing and coding experience or willingness to learn hierarchical coding requirements is highly desired.

Essential Duties and Responsibilities:

- Build and maintain working relationships with physicians, providers, and staff of the PA Clinical Network (PACN), providing on-going guidance and support related to quality improvement and clinical practice improvement opportunities.
- Work closely with the Directors of Clinical Outcomes and other members of the CCC team to implement clinical improvement strategies that will enable physicians/providers to succeed in value-based reimbursement.
- Demonstrate an ability to connect with practicing providers and staff, build and manage relationships and establish bi-directional communication between network members and the Care Centered Collaborative.

- Directly responsible to provide office based, hands-on assistance services to practices enrolled in PACN value-based programs. The CTC is expected to assess the needs of each individual practice, and use a combination of on-site individual office based, video conference, teleconference, and electronic mail interactions to drive engagement and compliance.
- Identify targeted clinical opportunities for performance improvement and gap closure.
- Participate in the development and presentation of instructional materials for internal and external stakeholders.
- Assist providers and staff in the use of user interfaces and the population health platform used by the PACN and its member practices.
- Understand current organization priorities and objectives.
- Communicate and educate PACN physicians, providers, and staff regarding clinical guidelines, protocols and standards related to quality and utilization process with the aim of supporting the PA Clinical network value-based contracts.
- Act as a liaison within the CCC and all assigned PACN practices.
- Support quality improvement goals directed at improving the PACN performance and its established business strategies.
- Keep current with accepted standards and professional developments in the areas of quality improvement, population health and utilization management.
- Assist in carrying out the strategic plan for the PACN. Efficiently work with internal and external stakeholders to achieve the performance targets and goals identified by senior leadership and associated physician committees.
- Carry out approved quality-related interventions to maximize incentive earnings for each value-based contract.
- Serve as the clinical subject matter expert for PACN member practices for quality improvement initiatives.
- Assist in the development of training materials and written procedures that optimize workflows and drive care strategies and network performance.
- Attend and participate in essential operational and organizational meetings.
- Educate PACN team and practices on hierarchical coding processes.

Knowledge:

Understanding of health care industry trends including clinically integrated networks and value-based reimbursement programs. Familiarity with HEDIS/STARS and NCQA quality standards. Experience working with Medicaid and/or Medicare. Billing and coding experience a plus or willingness to learn hierarchical coding processes.

Skills and Abilities:

Excellent written and verbal communication skills. Demonstrate ability to work effectively with internal and external stakeholders. Possess strong analytical and organizational skills. Demonstrated leadership skills and experience with ability to multi-task and think independently. Flexibility and adaptability to shifting payer priorities and variable practice quality performances.

Proficiency in software applications that include, but are not limited to, Microsoft Word, Microsoft Excel, Microsoft Power Point.

Experience:

Clinically trained and/or demonstrates experience working in outpatient clinical settings. Experience presenting to physicians and healthcare leadership. Three to five years of experience in health care consulting, managed care - especially specific to provider network or population health management and/or value-based reimbursement programs.

Education, Certification and Licenses:

Bachelor's Degree required.

Work Environment:

The individual in this role must have strong inter-personal skills, be organized, self-directed, flexible, and enthusiastically represent the Care Centered Collaborative and its mission and goals.

Travel Requirements:

Travel to physician practices in Pennsylvania approximately 50% of the time. Additional travel to Harrisburg for Network and Team meetings may be required.

Physical Demands:

While performing the duties of the job, the employee is frequently required to sit, use hands and fingers, talk, hear, and see. Must occasionally lift and/or move objects weighing up to 5 pounds. The employee must have a car and the ability to drive to numerous practice locations. The employee must be able to work over 40 hours per week.

Key Interface:

Works collaboratively with business resources in key internal and external stakeholder areas.

Number of Direct and Indirect Reports:

None

The incumbent shall perform all other functions and/or be cross trained as shall be determined by the sole discretion of management, who has the right to amend, modify, or terminate this job in part or in whole. This document is not a contract for employment. Employment is at-will.

Signatures/Approval

Employee:

Date:

Manager/Supervisor:

Date:

HR Compensation:

Date:

The Pennsylvania Medical Society, Care Centered Collaborative, and PA Clinical Network embrace diversity and equal opportunity in a serious way. We are committed to building a team that represents a variety of backgrounds, perspectives, and skills. All qualified applicants will receive consideration for employment without regard to their age, race, color, religion, sex, national origin, sexual orientation, protected veteran status, or disability. The more inclusive we are, the better our work will be.