hvpa
Huron Valley Physicians Association P.C.

Job Title: Practice Coach
Reports to: Quality Operations Director
Department: Quality Performance and Utilization
FLSA: Exempt/Salary
Position: Full-Time (40 hours)
Prepared by: Human Resources Department
Revision Date: 11/29/2016

Position Summary:
The Practice Coach will educate and support our Primary Care and Specialty physicians and offices to understand population health management and optimize financial performance in incentive programs.
Practice Coaches are expected to understand the detailed nuances of all incentive and practice transformation programs in which HVPA participates and to be able to customize the approach at the office. This includes understanding the quality, utilization, and cost dashboards available to HVPA and/or created by HVPA. HVPA Secure portal, Health Focus Registry, MiHIN information connections, MedFusion, and any other tools that HVPA can enlist to support offices in optimizing their performance in incentive programs.
Practice Coaches are expected to use the above understanding to collaboratively define yearly goals for each practice, accompanied by a quality improvement plan that specifically outlines the expectations of the practice. Additionally, they are expected to support implementation of the strategy and accomplishment of the defined goals.
The Practice Coach will be accountable for general duties and responsibilities described below along with any other duties assigned by leadership.

Responsibilities and Expectations include but are not limited to the following:

- Proactive and efficient communication with practices in the HVPA physician network (using best mode of communication: In-person, phone, and/or email, etc.)
    - The Practice Coach is expected to follow the goals set by the HVPA leadership with respect to number of in person / email touches and other practice-related achievement goals.
- Develop practice-specific goals and strategies for accomplishing those goals on a yearly basis, and support / influence practices to achieve the goals and follow through on strategies.
- Ability to interact with physicians and their staff regarding their readiness to implement needed technology and health care initiatives as well as increase plan capabilities to meet benchmarks
- Support the development of strong panel management skills within offices.
- Train practices on accessing and analyzing individual (registry, health plan, PGIP) performance reports to close gaps in care and improve performance (QSR scores)
- Assess and implement office/clinical best practice workflows to achieve positive performance outcomes and service experience as applicable
- Engage e-Health training where applicable.
- Provide practice management support as needed to members of HVPA network
- Maintain up-to-date knowledge of health care products and performance incentive programs

Essential Functions:

- Oversee PCMH Capabilities and preparation for Plan (PU)Site Visits
- Support PCMH workflows/activities and suggest process improvements (transformation)
- Develop yearly goals and strategies customized by office to define the office's work and expectations for that year.
- Follow the expectations set out on a yearly basis for visits and touch-based with practices, at a minimum. The expectation, however, is that practices will receive the support necessary to accomplish the goals collaboratively developed by the Practice Coach and Practice.
- Attend and follow up with one on one support all relevant work group meetings.
- Organize work group meetings as necessary to achieve practice performance and financial goals
- Support offices on PCMH activities, metrics and implementation of new capabilities

- Lead and manage implementation of all incentive programs within the offices. This includes, but is not limited to, ACO, CPC+, SIM, DDDS, PCMH, specialist VBR, and other plan-specific incentive programs.
- Attend PGIP Quarterly Meetings (attendance required)
- Works with other performance quality team on SAD Tool management
- Attend BCN Admin meetings as applicable to incentive initiatives
- Validate all BCBS PGIP PCMH SRD (Self reporting Grid) for all PCP physicians in the SAD Tool
- Have a solid knowledge of all of the PGIP program initiatives and other payer performance initiatives, such as ACO, SIM and CPC+.
- Review multi-payer quality, utilization, and cost dashboards for each office on at least a monthly basis for improvement opportunities.
    - It is also expected that the Practice Coach communicate these dashboards via email and/or face to face meeting with the office.
- Attend payer JOC/Workgroup meetings as applicable (but at minimum review data reports for PCPs)
- Actively promote excellence and team work within organization.
- Provide the highest level of customer service and practice support
- Describe to physicians and staff how adoption of population health tools and routine use of payer data reports will assist the practice to identify performance gaps and improve internal workflow efficiencies and overall practice transformation optimization
- Report to Credentialing Department any updated practice key contact information to update our internal directories

Required Skills and Abilities:

- Excellent time-management skills
- Excellent skills with e-mail programs (Outlook Exchange) and Microsoft office applications
- Possess strong organizational skills
- Excellent communication / customer service skills
- Ability to multi-task/projects with attention to detail
- Ability to effectively communicate in a clear and concise manner
- Ability to maintain confidential information

Other Job Requirements:

- Ability to work independently
- Self motivated
- Experience in facilitating assigned tasks and meeting deadlines
- Demonstrates strong problem-solving and reasoning skills
- Reliable transportation and willingness to travel to off-site meetings as needed
- Monitors and adheres to project goals and timeliness

Supervisory Responsibilities: None

Education & Experience:

- Bachelor's degree preferred or equivalent combination of 3+ years of related experience and education.
- Experience in practice management or PGIP / Practice Coaching preferred
- Experience in health care is preferred
- Ability to bring decisions to closure quickly
- Comfortable with helping individuals identify problems and evaluate solutions.
- Adept with computers and software applications; aptitude for learning new technology

Certificates, Licenses, Registrations: None required

Ongoing Education: Attend work-related seminars/meetings applicable to specific job functions and related to ongoing learning needs.