



## Practice Facilitator

<b>Reports to:</b> Senior Manager, Practice Transformation & User Experience		
<b>Level/Grade</b> Professional	<b>Type of Position</b> Full- Time	<b>Hours/Week</b> 40 hours week; exempt
<b>GENERAL DESCRIPTION</b>		
<p>The Practice Facilitator reports to the Director of Clinical Quality Improvement and is responsible for the practical delivery of quality and process improvement methodologies to practice teams. This position requires the ability to work with cohorts using QI methods and clinical expertise to identify opportunities for improvement as well as teach, coach and monitor progress aligned to various contracts and initiatives. The position requires the ability to work with various data sets to interpret and analyze clinical quality outcomes, review data collection processes for standardization and optimization, and promote data efficacy for improvement at the practice level.</p>		
<b>JOB RESPONSIBILITIES</b>		
<ul style="list-style-type: none"> <li>• Develop content for and provide weekly and monthly virtual and in-person coaching to primary care practices participating in various quality initiatives such as the Comprehensive Primary Care Plus (CPC+) and Quality Payment Program</li> <li>• Develop and maintain positive relationships with health care leaders and clinical teams</li> <li>• Participate as a CPC+ Team member providing expertise in practice coaching, data analytics, practice transformation and quality improvement.</li> <li>• Participate as a CPC+ Team member by providing insight for the development of virtual and in-person learning curriculums and presentations.</li> <li>• Contribute to and engage in regional and national learning communities</li> <li>• Continuous awareness of the multi-faceted health plan and primary care practice landscape and understand the impact as it relates to practice coaching and transformation.</li> <li>• Analyze and interpret various data sets, including clinical and claims data and process/outcome measures to identify best practices, regional trends, variations and successes.</li> <li>• Assist practices in collecting, tracking, and trending data from their internal environment for quality improvement and reporting purposes.</li> <li>• Active participant in scheduled and ad hoc weekly and monthly team meetings.</li> <li>• Ensure proper use and protection of information assets by complying with the organization's information privacy and security policies to protect assets from unauthorized access and by reporting any security events or potential events or other security risks to the organization</li> </ul>		
<b>POSITION REQUIREMENTS</b>		
<p>Required experience/proficiency:</p> <ul style="list-style-type: none"> <li>• Knowledge of and experience with various quality and process improvement methodologies, such as IHI Model for Improvement, LEAN, and Six Sigma, especially as applied in the healthcare setting</li> <li>• Experience working with clinical data, preferably health care data related to claims or clinical measures</li> <li>• Experience working in a primary care practice as a member of a clinical care team strongly preferred</li> <li>• Excellent interpersonal and communication skills</li> <li>• Strong Microsoft Office skills including Excel, PowerPoint and Outlook</li> <li>• Knowledge of clinical and claims performance data and survey sets e.g. HEDIS, NQF, NCQA, CAHPS</li> <li>• Strong skills in project planning, oral and written communication and presentation</li> <li>• Ability to interpret and apply information from multiple sources in responding to</li> </ul>		

business questions

- Ability to work independently and in small work groups with staff members and managers
- Ability to generate innovative ideas to improve processes and create efficiencies
- Extreme attention to detail
- Ability to travel by car within Ohio, approximately 3-5 business days per month
- Must be able to sit for extended periods of time in meetings and in front of a computer screen

**EDUCATION/CERTIFICATION REQUIREMENTS**

- Bachelor's degree and certification in health related field preferred

**OTHER INFORMATION**

**APPROVED BY** S. Bolton      **DATE POSTED** April 5, 2018

***Disclaimer: Nothing in this job description restricts the company's right to assign responsibilities to this job at any time as critical features of this job are subject to change any time.***