

Population Health Manager

Responsible for ensuring the provision of high-quality care and services within the context of population health management. Overseeing and establishing a strong care coordination program in collaboration and continuous partnership with chronically ill or “high-risk” patients and their family/caregiver(s), health center/hospital/specialty providers and staff, and community resources in a team approach to:

- Promote timely access to appropriate care
- Increase utilization of preventative care
- Reduce emergency room utilization and hospital readmissions
- Increase comprehension through culturally and linguistically appropriate education
- Create and promote adherence to a care plan, developed in coordination with the patient, primary care provider, and family/caregiver(s)
- Increase continuity of care by managing relationships with tertiary care providers, transitions-in-care, and referrals
- Increase patients’ ability for self-management and shared decision-making
- Oversee that relationships are established to connect patients to relevant community resources, with the goal of enhancing patient health and well-being, increasing patient satisfaction, and reducing health care costs

Success in this position will lead to improved health and reduced health care costs for the managed population of patients. Success in this position will also lead to efficiency and effectiveness of the Care Coordination program and staff

ESSENTIAL FUNCTIONS

- Develop an annual work plan for the Population Health Program in collaboration with the CCQO and other staff.
- Develop agendas for team meetings in collaboration with staff; ensure that minutes of meetings are maintained and circulated to all stakeholders.
- Support, coach and supervise assigned staff, including the development and monitoring of goals and individual work plans
- Regularly review and analyze service delivery and other relevant data. Provide interpretive information to staff and management.
- Provide leadership and support for staff to enhance the effective use of the electronic health records system and Population Management Data programs and reports.
- Provide leadership in the development and implementation of quality improvement initiatives related to care coordination programs and services.



- Participate in center-wide quality assurance and improvement initiatives
- Provide direction and support to team leads assigned to area essential to care coordination (for example, Hospitalization Tracking, Referral Tracking, Diagnostic Tracking,)
- Monitors and evaluates processes for Hospitalization Tracking, Referral Tracking, Diagnostic Tracking,) and follow up on a regular basis and reports to the Risk Management Subcommittee
- Participate in policy development and review activities.
- Ensures the development of Team Expert Champions in an areas of Chronic Care Management, for example Diabetes, Hypertension,
- All other duties as assigned.

MINIMUM QUALIFICATIONS:

- Bachelors Degree and 5 years' experience in clinical or community resource settings; 5 years' experience in clinical or community resource settings; Program development in Care coordination and/or case management experience is desirable
- Experience with health IT systems and reports is preferred
- Evidence of essential leadership, communication, education, and coaching skills
- Proficiency in communication technologies
- Highly organized with ability to keep accurate notes and records
- Local knowledge about and connections to community health care and social welfare resources is desirable
- Knowledge of Team Based Care, Social Determinants of Health, ACE assessments
- Maintain Basic Life Support (BLS)
- Ability to speak a relevant second language is desirable

Desert Senita Community Health Center (DSCHC) will recruit, hire, train, and promote persons in all job titles without regard to age, color, disability, gender (including gender identity), marital status, national origin, race, religion, sex, sexual orientation, veteran status, or other status protected by applicable law. In addition, all personnel actions such as compensation, promotion, demotion, benefits, transfers, staff reductions, terminations, reinstatement and rehire, company-sponsored training, education and tuition assistance, and social and recreational programs will be administered in accordance with the principles of equal employment opportunity