



Accountable Community of Health for King County, WA

Job Description

Title: Practice Transformation Manager
Reports to: Director of Clinical Practice Transformation
Salary: \$95,000 – \$105,000

BACKGROUND

HealthierHere is a regional collaborative committed to transformative change in the health and well-being of King County residents. We bring together community members and leaders from diverse sectors to address persistent health disparities, improve population health, prevent disease and address the social determinants of health. We strive for the “quadruple aim”—providing better care, lower costs, and a better experience for patients and providers.

HealthierHere is one of nine Accountable Communities of Health in Washington State responsible for implementing a five-year Medicaid Transformation Project. This is one part of a much broader effort to achieve significant gains in health and well-being for our community.

As an organization, HealthierHere operates under a set of core values that include equity, community, partnership, innovation, and results. These values guide our work with each other and with our community partners. HealthierHere leads with equity. We work to intentionally eliminate disparities and address the current power dynamic and structural racism in our health care system that perpetuates inequities. We believe that every community member in King County should receive the type of care that they deserve - with respect and without stigma - to address their unique and individual needs.

As our name suggests, we are committed to health equity and believe that here, in King County, *everyone’s* health matters.

More information about HealthierHere can be found at: <http://www.healthierhere.org>. Information about Healthier Washington and the Medicaid Transformation Project can be found at: <http://www.hca.wa.gov/hw/Pages/default.aspx>.

JOB SUMMARY

Clinical and community providers across King County have stressed the need for a single interoperable platform that contains up-to-date key patient information to facilitate coordinating care. HealthierHere is excited to be launching a shared care plan pilot with our clinical and community partners. The design of the pilot has been shaped by best practices from the literature and stakeholder interviews, including recommendations from a workgroup of cross-sector partners from nearly two dozen organizations across King County. Throughout 2020/2021, workflows will undergo continuous quality improvement using feedback from both patients and providers. Key insights from the pilot will be used to inform the development and implementation of a long-term shared care plan for the region.

The Practice Transformation Manager is responsible for planning, launching, and monitoring the shared care plan pilot, its evaluation, and long-term planning for shared care plan implementation. Successful candidate(s) will work as part of a diverse team, establish and maintain effective working relationships with organizational leadership, clinical and administrative staff/consultants, technology vendors/consultants, as well as consumers/patients and community members in support of the shared care plan pilot and related healthcare system-level improvements. Ideal candidate(s) will have a broad understanding of health, including health equity, social determinants of health, vulnerable/oppressed populations, and health care delivery and financing systems.

HealthierHere's goal is to build a highly skilled, diverse and motivated team of employees, working together to meet our community's needs. The Practice Transformation Manager will prioritize social justice and equity and be committed to creating forward progress in transforming the health of the population in King County through the lens of targeted universalism and addressing structural inequality.

CORE DUTIES

- 1) Provide ongoing leadership and support to the Shared Care Plan Work Group, a diverse multi-sector stakeholder group providing thought partnership for the vision and implementation of a standard SCP for the King County region**
 - Communicate and work effectively with a wide range of partners including behavioral health, health care and social service providers, consumers, tribal members, elected officials, administrators, public health officials, state officials and others involved in efforts to create forward progress in health equity, social determinants of health and delivery system transformation
 - Participate in the development of use cases, project plans, shared care plan guidelines and manuals
- 2) Provide ongoing support, training and peer learning opportunities to Shared Care Plan (SCP) planning and pilot partners**
 - Collaborate with internal and external partners to develop, test, and refine healthcare delivery strategies that improve outcomes through the development of a shared care plan prototype
 - Co-design and lead SCP learning and improvement activities with engaged partners
 - Coordinate and facilitate SCP Pilot meetings, documenting lessons learned and next steps
 - Test the use of a shared care plan across multiple healthcare partners and participate in resolving implementation challenges
 - Facilitate meetings, documenting lessons learned and next steps.
- 3) Provide input and insights to evaluation strategy**
 - Contribute to developing and identifying user stories and experience
 - Participate in developing patient and provider recruitment strategies for the pilot and focus groups, as needed
 - Collaborate on developing the evaluation survey
 - Participate in the interpretation of partner performance data and design of relevant measures for ongoing evaluation
 - Advocate for updates and changes to the strategy based on patient and partner feedback
 - Co-manage the contract for evaluation consultant
- 4) Lead and facilitate longer term planning for a shared care plan for King County region**
 - Monitor progress, results, and metrics in support of organizational and system-level transformation

- Identifies challenges and recommends resolutions, including policy recommendations to respond to emerging issues or changing needs
- Develop sustainability plan, including developing request for proposals (RFPs) and/or grants to support the continuous improvement of a SCP and its successful implementation

5) Align with HealthierHere internal goals, values, initiatives, and investments

- Support implementation of innovations, identify and scope opportunities to expand innovations, exploring and enhancing alignment with the SCP Pilot
- Identify and scope opportunities for clinical and community innovations with input from partners and HealthierHere staff members
- Adhere to HIPAA rules and regulations regarding the safeguarding of protected health information
- Assist partners in the effective use of technology to support practice transformation, care coordination, and shared care plan use (e.g. Collective Ambulatory and Community Information Exchange (CIE))
- Coordinate with other delivery system transformation work, making sure implementation of the SCP is in alignment with other HealthierHere activities and leverages those initiatives to advance collective goals
- Coordinate the collection of successful client stories for HealthierHere communications
- Build effective working relationships with peers, leadership and partners
- Apply HealthierHere's equity and inclusion principles to ensure that the SCP reflects the organization's values

QUALIFICATIONS

Required Qualifications - Knowledge and Experience

- Bachelor's degree with a minimum of seven years full-time equivalent work experience in healthcare, with at least three years in a clinical setting; related employment in health and human services administration or direct services, will be considered
- Demonstrated commitment to advancing equity and supporting anti-racism practices within the delivery system
- Commitment to and experience integrating the social determinants of health, addressing health disparities, and working with marginalized and underrepresented communities
- Current knowledge and demonstrated experience in healthcare quality and/or patient safety, including implementing clinical practice transformation initiatives related to care coordination and/or transitions of care designed to achieve large-scale health transformation goals
- Experience facilitating multi-sector meetings with varying perspectives to achieve common outcomes
- Strong communicator, both verbal and written, with the ability to build trust while mobilizing people to take action
- Strong organizational, time and project management skills with experience leading projects to completion with limited supervision
- Strong interpersonal skills, including demonstrated experience working with diverse public and private sector stakeholders and community partners to manage multiple, competing interests and reach shared goals
- Proven track record of communicating effectively across executive level boards and committees, program staff, and community partners

- Experience interpreting data and leading quality and/or continuous process improvement initiatives
- Ability to operate effectively in a fast-paced, changing environment

Preferred Qualifications

- Care coordination and/or care/case management experience
- Licensed Registered Nurse (RN) in the State of Washington
- Master's degree in related field (e.g. MBA, MHA, MPA, MPH, MPP)
- Experience with shared care plan and/or Community Information Exchange (CIE)

HOW TO APPLY

To apply, please send your cover letter and resume to: christina@huletconsulting.com by Friday, August 21, 2020.

As an equal opportunity employer, HealthierHere is committed to a diverse, multi-cultural work environment. HealthierHere does not discriminate in employment on the basis of age, race, creed, gender, religion, marital status, veteran's status, national origin, disability, or sexual orientation. People of color, women, veterans, people with disabilities, and people of diverse sexual orientations are encouraged to apply.

This position is supported through the 1115 Medicaid Waiver with funding guaranteed through December 2021. Funding to continue this work beyond the Medicaid Transformation Project will be pursued.