

## Detailed Job Description

<b>Job Title:</b>	<b>Manager, Practice Transformation</b>
<b>Reporting to:</b>	<b>Vice President, Network Performance</b>
<b>Department:</b>	<b>Practice Transformation</b>
<b>Hours:</b>	<b>Full-time 40 hours per week</b>
<b>FLSA:</b>	<b>Exempt</b>
<b>Performance Review period:</b>	<b>Annual</b>
<b>Revision Date:</b>	<b>2-20-15</b>

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### Purpose of the position

The Manager of Practice Transformation is accountable for the development and management of a team of Practice Transformation Specialists who provide in-office and collaborative-based facilitation and consultation services designed to engage and transform practices so that they continuously improve the value delivered to patients and payers. The Manager is also responsible, as part of the Practice Optimization Pillar Team, for the development and coordination of practice interactions that improve United Physicians performance on cost, utilization and quality metrics as well as establishing positive working relationships with various departments within the company.

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### Responsibilities & duties

- Identify, recruit and train Practice Transformation Specialists who can:
  - (a) Identify the most important improvement opportunities at their assigned practices.
  - (b) Engender practice accountability for change and improvement.
  - (c) Identify process changes or capability adoption to drive improvement.
  - (d) Facilitate process and technology improvement and work flow changes in practices.
- Engage and cooperate with medical directors in practice and physician level performance counselling and corrective action process.
- Establish and maintain process to educate practices about network level population health initiatives including but not limited to:
  - PCMH
  - PCMH-N capabilities
  - Audit practice attestations about capability implementation
- Arrange staff support for regional, speciality sterling committee, and office manager meetings.
- Coordinates the development of best practice documentation, process improvement work flows, and other performance improvement job aids.
- Coordinate practice interactions related to Practice optimization activities with the medical director.
- Establish and maintain tracking system for practice interactions and outcomes and reports regularly on measurable outcomes through Practice Optimization.
- Other duties as assigned by management.

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## Qualifications

- Successful experience in training and development of skills required for Practice Transformation Specialists
- Fundamentals of lean process improvement (including value stream mapping, cause and effect or 5 why diagrams, A3 presentations, PDCA cycles, 5S process and sources of waste)
- Moderate analytic knowledge (including pivot tables, Pareto analysis, sources of errors in data, risk adjustment, price/volume variance analysis, application of benchmarks, coefficient of variance)
- Understanding of specifications of quality, use and financial metrics used by national agencies and local payers
- Understanding of PCMG, population health, clinical integration, chronic care model
- Experience with ambulatory practice management
- Moderate project management skills (including ability to map dependencies, identify critical path)
- Familiarity with use of Wellcentive and most common EMRs in population health management
- Experience and knowledge of customer service principals (including AIDET)
- Knowledge of CPT, ICD, and HCPCS coding
- Knowledge of DRG, RBRVS, APC reimbursement methodologies, including application of outliers, copays and deductibles, allowed versus paid
- Valid driver's license and reliable transportation
- Bachelors Degree in business, health care administration, nursing, health information technology or related field
- Experience in speaking with and engaging physicians in a positive manner

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## Performance Skills

- Ability to identify qualifications and competency of Practice Transformation Specialists in the field and develop specific individualized plans for continuous performance
- Listens and seeks to understand and articulate values and interests of all individuals at client practices
- Ability to decompress conflict by acknowledging source of conflict and refocusing on improvement principals and objectives
- Ability to identify priorities and stay on schedule, and help clients and staff to do the same
- Demonstrates strong teambuilding and organization skills
- Comfortable in public speaking in large and small setting
- Ability to work positively with cross-functional teams to achieve established corporate goals.
- Ability to review, interpret and effectively communicate practice and physician level
- Work without repetitive direction
- Consistently demonstrates excellent leadership through interactions with Practice Transformation staff, UP team members and external clients

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## Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.