



## **Position Description**

<b>Position Title:</b>	Population Health and Value-Based Care Manager
<b>Supervision Received:</b>	Chief Operating Officer
<b>Supervision Given:</b>	None
<b>Position Classification:</b>	Exempt; 100% FTE
<b>Job Purpose:</b>	Leads the day-to-day population health & practice transformation work for WPHCA and WisconsinHealth+, a clinically integrated network of Wisconsin Federally Qualified Health Centers, through data-driven improvement, project management, and payer partner engagement.

## **Reasonable Accommodations Statement**

Persons occupying this position must be able to perform all essential functions, with or without reasonable accommodation.

## **Essential Job Functions**

### **Population Health and Practice Transformation Project Management (40%)**

- Develop and monitor population health and value-based care programs by analyzing performance data (clinical, attribution, enrollment, transitions of care, and financial) and identifying the goals, priorities, and technical assistance needed to perform under value-based contracts.
- Provide project management, data analysis, and data validation activities required to implement population management workflows, quality improvement initiatives, and programs.
- Support existing staff and participating Health Centers in assessing, developing and implementing clinical policies, procedures, evidence-based guidelines, and models of care.
- Facilitate opportunities to share, document, and disseminate Health Center lessons learned and promising practices at the state, regional, and national level.
- Provide individual Health Center clinical team members training and technical assistance by supporting professional development through coaching and mentoring and supporting the development of a learning culture within organizations.
- Develop and manage systems and processes needed to develop and advance population health and practice transformation initiatives, including coordinating processes and communication between participating Health Centers and managed care payer partners, including supporting routine provider and patient roster management.

- Assure compliance with policies, procedures and adopted governance policies, standards, and practices.
- Support leadership in the development of both short- and long-term vision for population health and data analytics.

#### **Value-based Care Performance Management (30%)**

- Develop consistent and standard reporting of chronic disease management, prevention, medication adherence, cost and utilization data.
- Develop and administer meaningful dashboards and visualizations to view population level health data and close gaps in quality for cohorts of patients.
- Design, create, test, and deploy reports and data visualizations in support of clinic operations, performance improvement initiatives, and practice transformation performance metrics.
- Translate complex reporting needs into technical specifications, including calculations, custom groups, parameters, filtering criteria, aggregations, etc.
- Refine complex workbooks and large datasets for optimal performance and maintainability.
- Effectively utilize features and best practices of analytic tools to maximize impact and utility of visualization tools.
- Develop and deliver high level customer service and training content, as needed.

#### **Payer Relationships and Managed Care Contracting (25%)**

- Maintains relationships with managed care and other payer partners and participates in quality incentive performance review meetings.
- Supports leadership with the development and review of value-based care programs and managed care contracting arrangements that meet the needs of Wisconsin Health Centers (i.e. pay-for-performance, infrastructure supports, alternative payment methodologies, etc.)
- Collaborate with leadership and external partners to understand Health Center business requirements and national trends in value-based care arrangements.
- Uses knowledge of the state and national value-based care environment to support WPHCA's grant activities and support advancement of policy recommendations to Medicaid and other stakeholders.

#### **WPHCA Team Advancement (5%)**

- Delivers technical assistance through the sharing of knowledge and information via WPHCA's member web portal by:
  - Regularly adding useful documents, tools and resources to the Resource Library as related to job duties.
  - Following processes to add and remove members from the database when staffing changes are identified.
  - Responding to forwarded "contact us" requests.
  - Following all established processes and policies for using the member web portal.
- Advances organization-wide priorities.

### **Other Duties as Assigned**

WPHCA is a team-based organization. All staff are expected to support the overall efforts of the organization, which includes providing support to one another to achieve our mission.

### **Technical/Job Skill Qualifications:**

WPHCA looks for talent and passion. We hire people from a variety of backgrounds and experiences. Below are the competencies that will help an individual succeed in this role. It is not a mandatory comprehensive list.

- Bachelor's degree in healthcare, information technology, engineering, business, data science or related field, or relevant work experience may be considered in lieu of an educational requirement.
- Data analysis or analytics experience in health care from either a provider or payer perspective.
  - Understanding of SQL-style databases and ability to manipulate large data sets to facilitate meaningful analysis.
  - Familiarity with data visualization concepts and software tools
- An understanding of privacy and security concerns regarding personally identifiable health information and health center sensitivity to data disclosure, as well as a track record of designing solutions that meet privacy and security standards.
- Demonstrated project management experience leading complex projects involving multiple organizations and/or stakeholders at the same time.
- Experience coaching, teaching, and mentoring colleagues on data and analytic architecture standards, business requirements, and solution design.
- Mission-oriented with an ability to connect health care, public health and other partners.
- Demonstrated effective conflict resolution and problem-solving skills.
- Demonstrated experience with Microsoft 365 (including Word, Excel, PowerPoint, and Outlook) and Zoom.
- Analytical thinking and critical thinking, with an ability to synthesize multiple points of data and information to reach validated conclusions.
- Ability to work independently and self-initiate projects with a high level of creativity.
- Solid interpersonal, written, and verbal communication skills, including an ability to make effective presentations in front of small and large groups; an ability to facilitate meetings, solicit feedback, and make recommendations.

### **Physical & Environmental Requirements:**

Communicating in front of groups. Environmental requirements include working in an office setting. This position also requires on-site visits at remote locations and may require some travel. In state travel estimated at 10-20 days per year, out of state travel estimated at 1-2 times per year. Equipment used includes basic office equipment (e.g., computer, telephone/cell phone, printer, etc.).

## Position-Specific Skills:

- **Data Analysis and Visualization:** Ability to source, organize, analyze, and present data.
- **Attention to Detail:** Achieves thoroughness and accuracy when accomplishing a task through concern for all the areas involved, no matter how small; provides information in a useable form and on a timely basis to others who need to act on it; monitors and checks work for information for accuracy; plans and organizes time and resources efficiently.
- **Problem Solving:** Identifies and resolves problems in a timely manner; focus on process rather than isolated events; demonstrates accuracy and thoroughness; does not blame; able to coach others in navigating problems.
- **Relationship Management:** Able to develop rapport with others and recognize their concerns and feelings; build and maintain long-term associations based on trust; help others.

## WPHCA Core Performance Skills:

The following performance skills are required for all WPHCA staff:

- **Communication:** Approaches others in a tactful manner; listens to others without interrupting, seeks clarification when needed; keeps emotions under control; speaks clearly and persuasively; maintains confidentiality; demonstrates effective group presentation skills; writes clearly, concisely and informatively; edits work for spelling and grammar; varies writing style to meet target audience's needs.
- **Teamwork:** Puts success of team above own interests; inspires trust; builds morale and group commitments to goals and objectives; volunteers readily; treats people with respect; remains open to others' ideas and tries new things; gives proper credit to others; consistently accountable to the commitments and expectations set by the team & organization.
- **Quality:** Establishes, maintains, and meets or exceeds ambitious standards, measures and processes; demonstrates an ability to learn from mistakes; inspects work for flaws; test new methods thoroughly; reinforce excellence as a fundamental priority.
- **Professionalism:** Engages in personal and professional development; is accountable to self and others and takes initiative.

## Disclaimer:

Wisconsin Primary Health Care Association has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the employee's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors as deemed appropriate. This document does not represent a contract of employment, and the company reserves the right to change this job description and/or assign tasks for the employee to perform, as the company may deem appropriate.

Wisconsin Primary Health Care Association is an Equal Opportunity Employer and is committed to a policy of equal opportunity for all employees and applicants.