



**HEALTH CENTER
PARTNERS**
of Southern California

A Family of Companies



JOB DESCRIPTION

JOB TITLE: Director of Operations
Integrated Health Partners

STATUS: Exempt Full-Time

REPORTS TO: Executive Vice President, Integrated Health Partners

DIRECT REPORTS: None

This job description is intended to be a general statement about this job and is not to be considered a detailed assignment. It may be modified to meet the needs of the organization.

JOB SUMMARY

The Director of Operations is responsible for directing day to day operations and informing the EVP regarding business decisions and their impact on operational efficiencies and performance. The Director will be instrumental in developing and refining the operations of Integrated Health Partners, as the organization matures. Tasks include developing consistent means of interfacing with the MSO regarding health center needs and health plan issues. The Director will also work closely with the MSO to implement a variety of contracts including general business, provider and managed care contracting strategies as well as monitoring and evaluating contract performance. Identification of opportunities for contract improvement is a key responsibility. The Director will understand NCQA/JCAHO credentialing policy and the components and responsibilities related to credentialing delegation.

ESSENTIAL JOB FUNCTIONS

- Contribute to achieving organization and member health center goals by researching industry standards, identifying benchmark measures and using effective decision support analysis techniques to identify and work with IHP and MSO staff to resolve process and performance gaps, evaluate options, resolve process conflicts, ensure implementation of new business processes, and prepare cost/benefit and risk analysis to meet the needs of the business customer.
- In conjunction with IHP leadership, responsible for all IHP contract negotiations.
- Develop operational policies and protocols for the efficient operation of IHP.
- Support the overall strategic direction of IHP in working with member health centers and the MSO.
- Serve as a key liaison with the MSO to provide satisfactory service levels from the MSO to the Network and member health centers. Identify opportunities to improve performance, as applicable.
- Ensure member health centers and the MSO are compliant with NCQA/JCAHO credentialing policy and procedures and related delegation functions to include annual and monthly oversight responsibilities.

- Responsible for reports development with the MSO and benchmarking to ensure targets and goals are being met, including satisfactory completion of patient satisfaction surveys and access audits.
- Run the IHP Operations Committee meeting and inform other IHP Committees on operational issues.
- Work closely with the IHP Leadership Team to develop and implement strategic/business plans for Integrated Health Partners.
- Support IHP expansion into Inland Empire and other counties, as applicable. Attend meetings as necessary.
- Responsible for monitoring health care policy and its impact on health center operations. Participate in debate, dialogue and advocacy efforts, as appropriate.
- Employ appropriate and effective group process skills to facilitate consensus building to maximize Network decision-making as needed to move IHP initiatives forward.
- Maintain key contacts and develop strategic links with integrated delivery systems, health plans, governmental entities, public/private payors, and other federal, state and local medical managed care organizations.
- Continuously assess the impact of emerging trends on IHP, and proactively initiate strategies to effectively position Integrated Health Partners.
- Participate in the review and approval of decision support system and database implementation plans.
- Participate in initiatives and programs with the National Association of Community Health Centers, California Primary Care Association and other local/state healthcare associations. Educate policy makers and elected officials regarding managed care in the health center environment.
- Provide a supportive and empowered work environment where all IHP work teams can continue to work independently on problem solutions and enhance their visibility in the health community.
- Maintain strong working relationships with Health Center Partners leadership and peers to achievement of the overall Health Center Partners business goals.
- Other duties, as assigned.

QUALIFICATIONS

Skills

Demonstrated professionalism in a senior leadership position, as well as strong written and oral communication skills, with demonstrated negotiation and collaboration skills. Must be able to interact professionally and confidently with others both internal and external to the organization. Candidate must effectively work under pressure, meet deadlines, and handle many tasks concurrently. Must have excellent organizational, leadership, communication, time management and administrative skills. Working knowledge of relevant software and computer systems is required. Must be able to think creatively to solve problems, providing leadership and oversight on financial and contracting issues. Applicant should possess creative thinking skills to develop timely solutions in a medical community. Must also be prepared to travel, mostly within the state of California.

Education/Experience

Bachelor's degree required, graduate degree in Business or Healthcare Administration preferred. At least 10 years' health care operational and analytical experience, preferably in provider relations or operations management. Must be able to comprehend managed care requirements and processes and translate it into the health center environment in a geographic managed care environment. Must have

in-depth knowledge of database, spreadsheet and word processing software. Must have a working knowledge of health center operations and health care delivery, particularly for Medi-Cal. Experience with Federally Qualified Health Centers a plus. Ability to perform advanced level of problem-solving and communicate findings effectively across organizations.

PHYSICAL REQUIREMENTS

- Ability to sit or stand for long periods of time
- Ability to reach, bend and stoop
- Physical ability to lift and carry up to 20 lbs.

HIPAA/COMPLIANCE

- Maintain privacy of all patient, employee and volunteer information and access such information on as need to know basis for business purposes.
- Comply with all regulations regarding corporate integrity and security obligations. Report unethical, fraudulent or unlawful behavior or activity.

I acknowledge that I have read and understand this job description. My signature below certifies that I am able to perform the essential duties and responsibilities of this position. I have also discussed any accommodations that I feel I might need to allow me to perform these essential functions. Additionally, I agree to abide by the policies and procedures established by Health Center Partners.

Signature

Date

Employee Name (please print)