

## **Patient Centered Medical Home (PCMH) Performance Coach**

### ***General Summary/ Overview Statement***

Under the direction of the EVP (or designee), the PCMH Coach is responsible for disseminating and maintaining the use of PCMH principles in our member health centers to drive clinical standardization, improve quality, lower cost and improve the patient experience. The PCMH Coach serves as a subject matter expert to member health centers for their PCMH applications and renewals and integrates PCMH concepts into ongoing quality efforts.

### ***Principal Duties and Responsibilities***

1. Assist the CIN in standardizing health center practices to improve efficiency, lower cost, and improve the patient experience.
2. Provide training on requirements of PCMH recognition and best practices to member health center staff both centrally and at health center locations.
3. Review practice and multi-site PCMH application documentation, provide feedback to practices regarding documentation assessment with estimated recognition points for the application
4. Serve as the CIN's primary resource in assisting our member health centers in achieving and maintaining PCMH recognition.
5. Work to meet any assigned grant deliverables related to funding for ongoing PCMH efforts. Provide timely reports on progress toward meeting goals.
6. Cross-train with other IHP team members, serving as an internal resource for developing quality improvement initiatives while learning other aspects of performance improvement, including managed care health plan expectations.
7. Analyze trends in healthcare impacting PCMH transformation and alignment of measures across various internal and external programs that effect practices
8. Manage practice-level aspects of planning, development and implementation of NCQA standards.
9. Stay current with NCQA content updates, seminars, webinars, and other educational programs prior to delivery of services
10. Utilize developed NCQA practice tools to provide support to practices as appropriate.
11. Perform gap analysis assessments of the practice's current potential recognition level and provides recommendations to improve their scores.
12. Project manage effective resource allocation, overall deliverables and progress on milestones when involved in implementation activities
13. Evaluates and recommends improvements for the data capture process and on workflow development in accordance with quality initiatives.

### ***Qualifications***

1. A minimum of B.A/BS in health care or related field.
2. PCMH Content Expert Certified with previous course work in Quality Improvement, minimum five years' experience in primary care environment, experience with quality improvement (QI) and analyzing QI data, experience with accreditation organizations, knowledge of ambulatory care.
3. Working knowledge of health information technology and ability to connect practices to necessary resources to produce needed data/reporting.

4. Excellent computer skills particularly related to Microsoft applications especially Word, Access, Excel, PowerPoint and Outlook. Comfort with exploring and learning to use new or unfamiliar applications or databases.
5. Able to apply systematic problem solving skills; focus on process rather than isolated events; obtain multiple assessments of a situation and be systematic in identifying and eliminating variation and trouble spots; use tools to define problems; evaluate alternative solutions
6. Experience developing and delivering training content
7. Excellent verbal, written, presentation, and group facilitation skills
8. Experience planning, prioritizing and goal setting: Able to prepare for emerging patient / customer needs; manage multiple projects; determine project urgency in a meaningful and practical way; use goals to guide actions and create detailed work plans and action plans; organize and schedule self, people and tasks. Lead the transition of assigned project results to the operational process owners at the time of project closure, including developing a feasible plan to spread and sustain improvements.

<b><i>Working Conditions</i></b>
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1. 50% Office setting and 50% local travel to health centers
2. Frequent, daily use of computer, telephone, copier and FAX machines.
3. Ability to lift at least 25 lbs.