

Integrated Health Partners (IHP) of Southern California is seeking a **Network Practice Liaison** to provide support to both the clinically integrated network and federally qualified health centers (FQHCs) as the network continues to transition to value-based care and ensure clinical and operational excellence. The position will be a relationship-builder between the network and health centers and will actively engage clinicians and staff to implement best practices, problem solve patient or payer related issues, communicate network efforts, and ensure a direct connection among all parties. The Liaison will utilize Committee and Workgroup efforts to identify action plans for outreach and implementation. The role will partner with all IHP staff and FQHC clinicians and staff to identify network improvement opportunities, complete rapid cycle assessments and plans, implement network best practices or processes at the network and/or health centers, and ensure strong communication channels among all involved. This position actively supports the mission and vision of Health Center Partners of Southern California and its subsidiaries helping to develop high performing practices that will thrive in an environment changing from volume to value.

ESSENTIAL JOB FUNCTIONS

- Provide operational support to the network and health centers related to network operations as defined by the clinically integrated network and/or network committees and workgroup action items.
- Dedicate time onsite or virtually to health centers to ensure operational network alignment of efforts associated with payer specific expectations and/or network expectations.
- Partner with MSO (Management Service Organization) and network Population Health IT Management Team to communicate education series, trends, and network process updates.
- Partner with the Quality Improvement Liaisons and Patient Navigators to align operational processes with payer supplemental and gap processes.
- Ensure compliance with industry, state, and network / payer coding practices.
- Maintain relationships with health center clinical providers to be an asset for questions pertaining to network practices or policies.
- Become an active member in designated committees and workgroups focused to continuous quality improvement efforts.
- Document work, display results effectively and appropriately and contribute content for regular progress reports.
- Perform other project-related duties as assigned.

QUALIFICATIONS

Required Skills

- Must possess valid driver's license, insurance and own transportation for use in work, and be flexible with working some evenings and weekends within a 40-hour workweek.
- Ability to travel throughout the United States. Some local and out of town travel required.
- Ability to remain open-minded and change opinions on the basis of data and/or new information; perform a wide variety of tasks and change focus quickly as demands change; manage transitions effectively from task to task; anticipate, plan for and adapt to varying patient / customer needs.
- Assume a role of collaborator; advocate new ideas, even when risk is involved; set an example for coworkers; delegate responsibility and empower associates to make decisions; provide constructive feedback to others.

- Ability to 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.
- Maintain a deep understanding of HIPAA. Carries-out responsibilities in keeping with applicable laws, regulations, and industry standards; alert to potential for internal problems and reports concerns appropriately.
- Possess excellent communication skills, both verbal and written and uphold a personality of positivity and desire for relationship building.
- Ability to influence clinicians, staff, and leaders that do not directly report to the position.

Education/Experience

Candidate must hold a bachelor's degree in business, finance, or related field and five years' experience in clinical operations and/or clinical provider outreach and/or education.

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.