

Integrated Health Partners (IHP) of Southern California is seeking a **Patient Navigator** to provide support for network population health management techniques associated with quality gap closure and patient connectivity and engagement. The network made of federally qualified health centers (FQHCs) continues to transition to value-based care and quality gap closures will be critical to the success of network performance. The position will be patient facing and will utilize the Arcadia gap files alongside payer gap files to identify supplemental data and/or outreach to patients to close care gaps. The position will also partner with the Population Health IT team to utilize the Arcadia Outreach tools to increase patient outreach utilizing electronic options (text, email, etc.). The role will partner with all IHP staff and FQHC clinicians and staff to close care gaps and ensure consistent messaging and connection for patient appointments. 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

- Partner with the Population Health IT team and Quality Manager to identify gap closure reports for use of outreach and supplemental communication processes.
- Outreach to patients to close care gaps for designated patient groups or health centers as identified by network leadership.
- Dedicate time onsite or virtually to health centers to ensure connectivity to operations to ensure gap closure options.
- Partner with MSO (Management Service Organization) and network Population Health IT Management Team to ensure effort alignment and tool utilization for gap closure coordination.
- Ensure compliance with industry, state, and network / payer practices.
- Maintain relationships with health center clinical providers to be an asset for questions pertaining to payer-based incentives.
- Become an active member in designated committees and workgroups focused to continuous quality improvement efforts.
- Provide conceptual ideas of potential quality improvement efforts to network leadership for review and potential analysis and/or implementation.
- 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.
- Understand quality metric processes and data specifications to drive quality improvement efforts.
- 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

Bachelor's degree in business, finance, or related field preferred and five years' experience in clinical operations with patient facing activity. Additional degrees or certificates such as Community Health Worker, Licensed Clinical Social Worker (LCSW), etc. can be presented as an option.

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.