



Position: Integrated Care Coordinator, LCSW

Reports to: Chief Quality Officer

Position Type: Exempt

Position Description:

The Integrated Care Coordinator, LCSW has primary responsibility for providing leadership, training and assistance to health centers related to clinical and operational quality improvement to better coordinate primary, behavioral, and related care and services for patients served by community health centers. The Coordinator will promote effective utilization and monitoring of health care resources and assume a collaborative role with members of the healthcare team to achieve optimal clinical and resource outcomes. The Coordinator will work with the care team on enhancing prevention and management of chronic disease through an integrated model of care.

The Integrated Care Coordinator will engage primary care and behavioral care providers across a multidisciplinary team to ensure services are provided in a patient centered manner which leverages available resources to meet the needs of the patient within the context of a medical home. Activities will include, but not be limited to convening care partners, monitoring utilization patterns; identifying gaps in care, and facilitating collaborative practice across primary care, substance use disorder, and mental health providers. Provide support to APHCA’s Quality Team in its support of Network providers to improve the quality, cost efficiency, and outcomes of care. Additional activities will include:

- Identify high risk, high cost, or high utilization cases. Encourage pro-active intervention to encourage effective prevention and self-management of chronic disease and improved outcomes
- Assess, identify, and leverage community resources and funding to facilitate care integration and coordination
- Collaborate with primary care physicians, behavioral health providers, care coordinators, other members health care team and patient to develop and/or coordinate plans of treatment and appropriate prevention and management of disease. This includes knowledge of disease process, and understanding of family dynamics, as they relate to the discharge planning/case management process.
- Coaching and consultation support of clinical teams to become meaningful users of health information technology, achieving and optimizing national recognition/certification through The Joint Commission and/or National Council of Quality Assurance as Patient Centered Medical Homes (PCMH), and using performance data and analytics to improve clinical and operational performance.

Responsibilities

1. Coach member organizations in applying federal and state standards into clinical and operational practices
2. Assess and prioritize assistance and support for APHCA health care providers to develop, implement and manage ongoing Quality Improvement (QI)
3. Identify and develop training, technical assistance and other educational opportunities for quality improvement including use of electronic health records and related workflow redesign

4. Provide assistance in how to incorporate clinical data and other related quality improvement information to improve patient care and clinical outcomes while improving the efficiency of care delivery
5. Provide technical assistance to health centers to meet PCMH national accreditation standards, federal compliance requirements, and QI reporting requirements with defined timeframes.
6. Work intensively with APHCA providers and staff to enhance performance in key clinical and operational performance areas and support the rapid sharing of best practices among providers
7. Conduct performance assessments to identify areas of needs for training, technical assistance, best practices, or other support necessary to support practice transformation, PCMH and Meaningful Use

Education and Experience

Bachelor's degree required, with a preference for a master's degree in social work. Preferred active license in social work. Minimum of three years of experience in quality and related practice operations preferred. Knowledge and experience with quality improvement is required and may include, but is not limited to patient focused PCMH, meaningful use of electronic health records and other related health information technology, root-cause analysis, and various strategies on leading change within a health care practice. A basic understanding of Meaningful Use and PCMH (NCQA/TJC) or the demonstrated capacity to learn/certify within national standards within 60 days required.

Knowledge, Skills and Abilities

- Ability to build and motivate clinical and administrative teams with demonstrated leadership and facilitation experience
- Excellent written and verbal communication and problem-solving skills
- Demonstrated effectiveness in the realization of performance objectives and previous experience in quality/performance-based efforts
- Ability to work as a liaison with primary care providers, administrative and support staff, government agencies, grantors, managed care and other health care organizations to coordinate quality measurement and performance activities
- Ability to communicate with people from a variety of socioeconomic and cultural backgrounds
- Ability to conduct training and to conduct effective presentations
- Ability to prioritize, organize and carry out work assignments independently and efficiently
- Ability to maintain appropriate degree of confidentiality
- Proficient in use of computer programs including Word, Excel and PowerPoint
- Able to travel in-state up to 60% of the time with own transportation if needed
- Familiarity with legal terminology and liability issues and ability to handle ethical or risk management issues.