PCMH Team Leader – Practice Transformation

JOB DESCRIPTION

SUMMARY OF POSITION DESCRIPTION

The Maine Quality Counts (QC) Patient Centered Medical Home (PCMH) Team Leader for Practice Transformation is responsible for managing defined aspects of the Maine PCMH Pilot to successfully accomplish program goals and to support QC quality improvement initiatives. Duties providing support for all practice transformation aspects of Pilot, including development of educational curricula for PCMH Pilot Learning Collaborative, leading practice transformation efforts, and providing oversight and support for Quality Improvement Specialist staff providing practice transformation support services. Reports to the QC Executive Director.

MINIMUM KNOWLEDGE, SKILLS AND ABILITIES REQUIRED

1. Undergraduate Bachelors degree in health or related field; Masters Degree preferred.
2. In-depth understanding and minimum 3 year direct experience in using clinical quality improvement models and methods (e.g. PCMH, Planned Care Model, rapid cycle improvement, quality measurement and reporting, clinical Microsystems improvement).
3. Excellent program management skills with demonstrated experience in managing wide range of clinical and/or administrative programs with excellent organizational skills.
4. Demonstrated strong writing skills; excellent oral communication and presentation skills.
5. Excellent relationship management skills.
6. Ability to work both independently and to collaborate with teams of individuals in diverse settings, with solution-oriented approach.
8. Knowledge of computer software, including Microsoft Office.

ESSENTIAL FUNCTIONS AND PERFORMANCE EXPECTATIONS

1. Leads all aspects of practice transformation efforts for Maine PCMH Pilot
   • Leads planning and development of PCMH Learning Collaborative activities, including working with PCMH team to develop content of PCMH Learning Session and webinars, and managing all aspects of these and other PCMH learning activities.
   • Provides oversight, direction, and support for PCMH QI Specialist staff in their efforts to support practice transformation with PCMH practices.
   • Provides expert advice to PCMH program leaders on the development, communication and implementation of key issues related to PCMH Pilot, including:
     o Clear vision and strategy on how practices will successfully transform to PCMH model
     o Expected timeline for practice participants to implement agreed upon strategy
Other activities and policies that support effective and measurable practice transformation

- Produces summary program reports summarizing key goals, accomplishments, and outcomes.
- Stays abreast of new developments and industry trends related to PCMH, clinical quality improvement, and other assigned program(s).
- Manages ad hoc programs and projects as needed.

2. Supports and leads PCMH Pilot staff team
   - Provides leadership, oversight, and support for QC staff team supporting PCMH Pilot, including providing support and management of PCMH QI Specialist staff, administrative and other support staff, and contracted staff as applicable.
   - Develops and supports positive and engaged team culture.
   - Identifies and manages staffing for additional program needs as needed.
   - Conducts ongoing staff performance evaluations.

3. Supports integration with other related initiatives
   - Identifies and facilitates opportunities to integrate program with other QC initiatives (e.g. QC Learning Community, annual QC conference).
   - Works with other relevant provider organizations and statewide groups, as applicable, to coordinate and align quality improvement efforts (e.g. Maine Practice Improvement Network, Maine Center for Disease Control & Prevention, MaineCare, etc.).

WORKING CONDITIONS

- Ability to travel throughout the state of Maine.
- Normal office conditions with little exposure to excessive noise, dust, temperature, etc.

REPORTING RELATIONSHIPS

Reports to the Maine Quality Counts Executive Director.