

WHOLE PERSON CARE PRACTICE FACILITATOR

POSITION OVERVIEW

Salary: \$54,635.04 - \$73,161.48 annually plus benefits

(Line P or PP of the CDHD Wage Matrix, depending on credentials and experience.)

Hours: 40 hours/week (100% FTE), may include evening or weekend hours

Status: Regular, full-time, with benefits, union membership required

Starting Date: ASAP Closing Date: Open until Filled Work Location: In North Central Region

BACKGROUND

Through a five-year State Medicaid Transformation Project, The North Central Accountable Health Community (NCACH) is implementing 6 projects to address regional health priorities and improve care by providing high-quality, cost-effective care that treats the whole person and improves the well-being of the communities in Okanogan, Chelan, Douglas and Grant Counties. The work of the NCACH is funded by the Washington State Health Care Authority, the Medicaid payer in Washington State.

To this end, the NCACH activities include:

- Convening a broad array of stakeholders to share expertise and experience in improving health including public policy, financing and delivery system redesign across settings and communities.
- Fostering collaboration among stakeholders to improve health.
- Promoting the development and sharing of high quality data and applying data to improve the appropriate utilization of health services.
- Working with local communities to promote high-quality, systemic and sustained services.
- Promoting community engagement as a key component of health improvement.

The Whole Person Care Collaborative (WPCC) focuses on bi-directional care and chronic disease prevention and control, as well as addressing the primary care and behavioral health provider portion of all NCACH selected projects. The WPCC includes three components:

- A Workgroup that advises, plans and monitors activities of the WPCC
- A Learning Community of outpatient primary care and behavioral providers that implements clinical health improvement efforts.
- A broad and inclusive network that connects all of the organizations and individuals who share a commitment to whole person care

PRACTICE FACILITATOR

The Practice Facilitator will support each stage of practice transformation in a clinical setting from design to implementation to spread of best practices. They work with clinical teams comprised of leadership, clinicians and frontline staff. They facilitate redesign efforts, provide education on key aspects of a Patient-Centered Medical Home, support development and alignment of aims and clinical process and quality outcome measures. Practice Facilitators wear many hats - motivator, educator, consultant, coach – so they must have strong communication and interpersonal skills and be open-minded, agile and flexible in their approach with each organization.

TYPICAL WORK:

Under the direction of the Executive Director and Whole Person Care Program Manager, the Practice Facilitator will

- Provide on-site and remote facilitation support to a subset of enrolled organizations participating in the Whole Person Care Collaborative (WPCC) as part of the NCACH
- Provide on-site and remote technical assistance and coaching to assigned organizations supporting the implementation of their individual Change Plans
- Teach and engage clinical teams/staff in quality improvement methodology – specifically the Model for Improvement and PDSA cycles
- Review and discuss continuous quality improvement data with clinical teams
- Facilitate periodic completion of Patient-centered Medical Home Assessment (PCMH-A) or the Maine Health Access Foundation tool (MeHAF)
- Support sites in identifying, capturing and reporting data specific to their defined Change Plans
- Facilitate meetings and trainings on content such as workflow redesign, EHR optimization, practice level assessments, data analysis and reporting, and other content as needed.
- Participate in learning activities with assigned organizations and support their activity projects
- Document interactions with organizations to facilitate cross learning and understanding of additional TA needs
- Actively participate in NCACH project team and consultant learning group
- Establish and maintain a supportive role with NCACH partners and management, assigned organizations and associated staff and teams, and other stakeholders
- Share regular updates on events, activities and accomplishments for internal and external audiences
- Identify training, tools, and material deficiencies within NCACH programs and services and develop and/or recommend improvements
- The cadence of travel will vary depending on needs of partner organizations, and given the availability of virtual face-to-face technology tools. However, this position should expect to spend a significant amount of time out of the office, travelling and meeting with providers across our large and expansive region

DESIRED QUALIFICATIONS:

Bachelor's degree from an accredited college or university in health sciences, public administration, environmental health, health education, or a related field preferred. A combination of education and related experience in population health management, community assessment, and data aggregation may be substituted for degree requirement.

Healthcare Knowledge:

- Knowledge of electronic medical records, registries and similar information technologies
- Good understanding of primary care delivery systems and primary care operations
- Good understanding of the challenges and benefits of different practice types: large, small, solo, urban, rural, etc...
- Good understanding of health care professional roles
- Good understanding of the foundational elements of Patient-centered Medical Home
- Basic understanding of reimbursement models: Fee-for-Service, Capitation, Pay for Performance, Value-based Payment.
- Basic understanding of Self-management Support Concepts and Motivational Interviewing

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- Basic understanding of PCMH accreditation and recognition

Interpersonal and Communication:

- Excellent listening skills
- Excellent communication skills – written and spoken
- Ability to synthesize conversations and provide concise, practical feedback
- Ability to demonstrate empathy and compassion
- Ability to know when to facilitate, guide or direct
- Ability to navigate a variety of personalities and input while working with teams (may need a thick skin at times)
- Capable of acknowledging personal limitations (i.e., comfortable saying “I don’t know.”)

Technical:

- Proficient in Microsoft Office Suite, and Web-based Conferencing Platforms (e.g. Skype, Zoom) Demonstrated project management skills
- Proficient in using and teaching the Model for Improvement
- Working knowledge of other improvement methods such as Lean Principles and Root-cause Analysis techniques
- Ability to use and teach data for improvement including run charts

WORK ENVIRONMENT AND PHYSICAL DEMANDS:

This position requires the following:

- the ability to work independently with minimal supervision, including working from remote locations and collaborating with other team members via phone, e-mail, video, or other methods.
- Significant travel within the North Central region.
- Driving on a regular basis, a valid Washington State driver’s license, the use of the Practice Facilitator’s personal motor vehicle on a regular basis (with mileage reimbursement), and proof of appropriate auto insurance.
- Ability to read detailed written correspondence, identify colors, and conduct visual inspections is required.
- Mental activities required by the employee in this position include decision making, interpersonal skills, teamwork, creativity, customer service, mentoring, use of discretion, presentations/teaching, problem analysis, and the ability to read, write, speak and understand English.

TO APPLY OR FOR MORE INFORMATION

Submit a cover letter, resume, and CDHD Application for Employment (available at <https://cdhd.wa.gov/careers/>) via email or hard copy to:

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