

## **PRACTICE TRANSFORMATION SPECIALIST**

The Fund for Public Health in New York City, (FPHNYC) is a 501(c)3 non-profit organization that is dedicated to the advancement of the health and well-being of all New Yorkers. To this end, in partnership with the New York City Department of Health and Mental Hygiene (DOHMH), FPHNYC incubates innovative public health initiatives implemented by DOHMH to advance community health throughout the city. It facilitates partnerships, often new and unconventional, between government and the private sector to develop, test, and launch new initiatives. These collaborations speed the execution of demonstration projects, effect expansion of successful pilot programs, and support rapid implementation to meet the public health needs of individuals, families, and communities across New York City.

### **PROGRAM OVERVIEW**

The Primary Care Information Project (PCIP), a bureau within the NYC Department of Health and Mental Hygiene (DOHMH), is devoted to improving population health by supporting and promoting primary care for all New Yorkers. PCIP also operates the New York City Regional Electronic Adoption Center for Health (NYC REACH) by assisting providers in New York City through practice transformation, quality improvement initiatives and other support services, such as Meaningful Use support, revenue cycle management, and data security. To find out more about this groundbreaking project visit us at [www.nyc.gov/pcip](http://www.nyc.gov/pcip) or [www.nycreach.org](http://www.nycreach.org).

### **POSITION OVERVIEW**

The **Practice Transformation Specialist** will project manage healthcare delivery transformation with healthcare providers and staff at clinics in underserved communities of NYC. Through a combination of on-site visits (about 50% fieldwork and travel), remote visits, and e-mail contact, the **Specialist** will support practices with redesigning clinic-based care delivery workflows that allow the practice to implement care on a population level, improve patient experience, and transition to reimbursement for better health outcomes.

The New York City healthcare market is undergoing extensive and rapid reform with a focus on improved health outcomes, reduced costs to the system, and population health management. The **Specialist** is a key driver of this reform, providing boots-on-the-ground technical assistance to healthcare providers through training on Health IT, change management, analytics, and evidence-based clinical processes so they can keep up with new standards of care.

If you're looking for exciting work that moves the needle on patient outcomes, addresses health equity, shapes the future of healthcare delivery, and work in one of the most innovative health departments nationally, then bring your critical thinking skills and ability to process information quickly to this highly public facing and impactful role

## **RESPONSIBILITIES**

- *Practice Transformation / Practice Facilitation*
  - Manage a caseload of physician practices and support practices as they work on quality improvement projects and practice transformation projects. Practice transformation projects include work towards practice recognition under the National Committee for Quality Assurance (NCQA) Patient-Centered Medical Home (PCMH) program, Centers for Medicaid and Medicare (CMS)'s Transforming Clinical Practice Initiative (TCPI), and Meaningful Use.
  - Apply change management concepts and strategies to ensure sustainability of practice transformation
  - Conduct on-site and virtual (online or on telephone) visits with healthcare providers; document visits electronically; and, collect required documentation for grant funding
  - Analyze and interpret reports to communicate practice progress for both internal and external audiences
  - Provide support for office redesign (e.g., workflows, documentation, standard processes) to improve efficiency
  - Customize the EHR to help practices improve performance and clinical measures
  - Provide training on preventive-health features of the EHR and how to utilize for quality improvement activities
- *Project Management* - develop and maintain project plans, proactively manage issues and risks, facilitate team meetings; and, communicate with manager on project progress
- *Quality Improvement* – facilitate PDSA (Plan-Do-Study-Act) rapid change cycles within practices and quality improvement principles to improve outcomes, patient satisfaction and practice operational efficiencies
- *Training* – develop and deliver presentations and trainings in group settings and via webinars to internal and external audiences
- *Communication* - present ideas and concepts verbally and in writing in a way that fosters learning, collaboration and transfer of skills

## **QUALIFICATIONS**

### **Minimum Qualifications:**

- 2+ years professional experience in healthcare setting, including time spent as either clinical or administrative staff (outpatient clinical experience preferred, but not required)
- Experience communicating with physicians, staff and external organizations
- Ability to analyze and present data to groups and individuals
- Must be willing to travel within the 5 boroughs of NYC
- Ability to work both independently and within a group
- Excellent time management, project management, organizational and communication skills
- Strong computer skills, with proficiency using Microsoft Office, Microsoft Project and Customer Relationship Management (CRM) software (e.g. Salesforce).

### **Preferred Qualifications:**

- Master's degree - MPH, MPA, or other health care related field
- Knowledge of EHRs, population management, quality improvement, medical billing & coding, Meaningful Use and NCQA's Patient-Centered Medical Home
- Knowledge of principles related to Payment Reform, Healthcare landscape and stakeholders (insurance companies, CMS, etc.)
- Basic knowledge of chronic diseases and clinical processes (diabetes, hypertension, asthma, etc.)
- Experience with PCMH, HEDIS/QARR, Clinical Quality Measures, DSRIP and ACOs
- Experience using a CRM system (e.g. Salesforce)

## **SALARY AND BENEFITS**

FPHNYC offers a comprehensive benefits package. The salary range for this position is commensurate with experience and salary history.

## **TO APPLY**

To apply, send resume, with cover letter, including salary requested and how your experience relates to this position, to [publichealthjobs@fphnyc.org](mailto:publichealthjobs@fphnyc.org) indicating "Practice Transformation Specialist\_ your name" in the subject line.

***The Fund for Public Health in New York City is an Equal Opportunity Employer and encourages a diverse pool of candidates to apply.***