

Are you ready to join a passionate community of people who are changing how health care is delivered? A place where you will find a career you love while truly making a difference building healthier communities. If this sounds like you, we would love to have you apply as **Program Specialist, Clinical Programs and Operations** with Medical Home Network (MHN)!

**MHN** is a not-for-profit collaborative that has fundamentally changed how care is delivered. Our proven model of care unites provider communities and diverse healthcare entities around a common goal: to redesign healthcare delivery and transform the way care is managed.

#### **THE PERKS**

- Fun, challenging, and collaborative work environment with passionate colleagues that care deeply about healthcare delivery.
- Recognized as One of the Best Places to Work in Healthcare by Modern Healthcare.
- Competitive benefits program including Medical, Vision, Dental, HSA, FSA, and 401k.
- Fitness reimbursement, commuter benefits, and tuition assistance.
- Great work life benefits- Paid time off, sick time, and 12 paid holidays.
- Hybrid schedule, 2 days on site 3 days remote.

#### **THE OPPORTUNITY:**

Reporting to the Sr. Manager of Clinical Programs and Operations, the Program Specialist will provide general program assistance, planning, implementation and data analysis support to multiple projects related to Practice Transformation, including Care Coordination, Disease Management, Patient Centered Medical Homes, and Quality Improvement. This position is also responsible in assisting MHN's ACO Operations team, with a primary focus on Clinical Operations. This position will assist in the management of various day-to-day clinical operations to ensure key contractual deliverables are met. The Program Specialist will report directly to the Sr. Manager of ACO Clinical Operations and work collaboratively with other members of MHN's ACO Operations Team to provide infrastructure support (idea generation, staffing, analytics, planning) and for MHN ACO's Governance Committees, Clinical Subcommittee and it's 7 Advisory Groups.

#### **WHAT YOU CAN LOOK FORWARD TO:**

- Supports MHN ACO governance committees, with a clinical focus, including Clinical Subcommittee and its Advisory Groups in their analysis of the care management program effectiveness including, but not limited to, disease management, ED utilization and readmission trends, special population care management, quality initiatives/campaigns, and primary care utilization.
- Uses the Salesforce environment to update and track key business contacts and communications with affiliate organizations and partners as well as track and resolve patient and partner issues in coordination with the ACO Operations team.
- Assists with tracking of medical home compliance in regards to meeting standard programmatic oversight requirements including chart audits and case reviews, training, and key performance indicators.
- Becomes expert on MHN clinical programming, program management, implementation, measurement, and improvement. Participates in and coordinates these efforts.
- Manages communications between the Managed Care Health Plan(s), Medical Home Care Teams, and internal MHN teams including production of periodic newsletters.

- Collaborates with MHN's Product Team to provide technology support to end users, track requests for technical development, complete user-acceptance-testing for new technical builds, and writes clinical requirements.
- Compiles research and evidence-based literature reviews to keep the team and the ACO up to date on new strategies for informing subcommittee work, improving performance, and recommendations of best practices
- Assists with coordination of the MHN Clinical Subcommittee, and all Advisory Groups, which includes creating and gathering agenda items, creating effective Powerpoint presentations, data analysis and report creation, facilitating prep meetings with Clinical Leadership, taking meeting minutes, and following up on open task items.
- Organizes, leads or assists with special projects delegated from the Clinical and Network Management Team, summarizing results and creating presentations.
- Supports MHN ACO Operations on other projects and duties as assigned.

**WHAT YOU'LL NEED TO SUCCEED:**

- Bachelor's Degree with a health care or life sciences related major or minor preferred, but healthcare experience may be substituted.
- Desire to grow professionally at a mission driven organization supporting the underserved.
- Highly motivated and inspired by MHN's mission to transform care and build healthier communities.
- Strong work ethic, with a desire to learn and grow professionally.
- Ability to adapt, learn and thrive in a fast-paced, team environment.
- Extremely well organized, with advanced preparation skills and analytical abilities.
- Excellent oral, written, interpersonal, communication, and client/customer service orientation skills.
- Self-starter with the ability to multi-task, prioritize, and work under deadlines.
- Ability to learn and gain the skills to comfortably present materials and deal effectively with a wide variety of individuals, professionals, and audiences.
- Strong computer skills, particularly with the entire Microsoft Office suite, including Word, Excel, Access, PowerPoint , and Outlook.
- High level of proficiency in data collection methodologies and an high degree of competency to create organized and meaningful data presentations, preferred.
- Knowledge/experience in the area of Patient Centered Medical Homes and/or Managed Care, preferred.

Medical Home Network is an equal opportunity employer. We evaluate qualified applicants without regard to race, color, religion, age, sex, sexual orientation, gender identity, national origin, disability, veteran status, or any other protected characteristic. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.