



**Suffolk Care Collaborative (SCC)
JOB DESCRIPTION**

TITLE: Health Manager

REPORTS TO: Director of Care Management, Suffolk Care Collaborative

FLSA: Exempt

DEPARTMENT: Population Health Management

JOB SUMMARY:

Under the general supervision of the Director of Care Management, Suffolk Care Collaborative, the Health Manager serves in an expanded nursing role to coordinate and provide health/disease education and clinical management as a part of the Delivery System Redesign Incentive Payment Program (DSRIP). This position will collaborate with primary care providers in multiple practice sites to facilitate clinical guideline adherence and coordinate services specifically related to the patient's health care needs. The Health Manager is also responsible for integrating identified needs, education pathways, clinical guidelines and diagnostic tests to develop individualized patient plans of care.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- **30%** Utilizes established education and care management pathways to implement comprehensive and consistent condition management strategies and education to patients and their support system utilizing various modes of delivery to include telephone communication, primary care site, or patient home visits. Designs an individualized plan of care with the patient and fosters a team approach by working collaboratively with the patient, family, primary care provider, and other members of the health care team to ensure coordination of services. Performs initial and ongoing assessments, establishes a plan of care and evaluates patient's progress at set intervals to assess movement towards desired health outcomes and adjusts plan of care for optimal outcomes. Engages patients to improve their self-care and self-management of chronic conditions.
- **20%** Facilitates a positive activation and learning environment that incorporates age/cultural appropriate learning principles and motivational interviewing to support behavior change. Collects and documents progress toward goals, patient data, and communicates results and documents as required for condition management programs and DSRIP project outcomes.
- **20%** Receives referrals for health management (chronic condition) intervention, assures appropriateness of patient referrals, and triages/stratifies members according to assessed needs for enrollment into Care Management programs.
- **10%** Develops and Implements systems of care that facilitate close monitoring of high and moderate-risk members to prevent and/or intervene early during acute exacerbations of their ongoing behavioral health and/or chronic medical condition.
- **10%** Works with SCC leadership to continuously evaluate process, identify problems, and propose process improvement strategies to enhance the delivery of condition management services.
- **5%** Maintains patient confidentiality with all activities in accordance with all HIPAA rules and regulations.

- **5%** Attends and participates in professional, DSRIP-specific and nursing continuing education programs as needed to support the health management programs and one's professional development.

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Incorporates excellent listening, verbal, written, and critical thinking skills in disease management interventions.
- Performs duties usually within office, hospital, and/or physician practice location. May conduct education sessions at committee locations as assigned.
- Facilitates/coordinates laboratory and diagnostic tests for all condition management programs.
- Reviews the current literature regarding effective activation/learning strategies and incorporates the appropriate techniques into their patient engagement and education sessions.
- Performs other duties as required, or assigned by, other operational reasons for which the employees is qualified to perform.

SKILLS AND ABILITIES:

- Demonstrates customer focused interpersonal skills to interact in an effective manner with practitioners, the interdisciplinary health care team, community agencies, patients, and families with diverse opinions, values, and religious and cultural ideals.
- Demonstrates ability to work autonomously and be directly accountable for results.
- Exhibits the capability to influence and negotiate individual and group decision-making.
- Possess the skill to function effectively in a fluid, dynamic, and rapidly changing environment.
- Displays the proven ability to positively influence behavior and outcomes.
- Demonstrates customer focused interpersonal skills to interact in an effective manner with all internal and external stakeholders regardless of culture or discipline.
- Protects confidentiality of data and intellectual property; insures compliance with national health information projection guidelines.
- Serves as a role model for education and professional nursing practice
- Proficient in knowledge of computers and Microsoft software

EDUCATION AND/OR EXPERIENCE:

- Registered Nurse with current NY license required
- BSN or comparable Bachelor's degree preferred.
- Minimum of three years recent experience to match responsibilities above such as acute care, home health or skilled nursing facility required.
- Demonstrated working knowledge of New York Medicaid guidelines required.
- Critical thinking skills and ability to analyze complex data sets required. General computer knowledge and capability to use computers required.
- Case Management experience strongly preferred
- Experience as a Health/Disease or Case Manager PCHM preferred.
- Experience with IT solutions such as electronic health record, email, Microsoft software such as Word and Excel and/or care management systems.

WORKING CONDITIONS/PHYSICAL DEMANDS:

- Work is typically performed in an office or medical practice environment.
- Work is typically documented in a computer program the majority of the workday
- Requires the ability to travel and manage fluctuating work hours to meet patient needs.

- Valid driver's license required.

The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements considered necessary to successfully perform the job.