



HEALTH SERVICES OFFICER

Position Status: Exempt
Reports To: Chief Medical Officer
Effective Date: 10/26/22
Revised Date:
Job Level: M3

POSITION SUMMARY

Under general policy direction, this position:

1. Provides executive management, leadership, and accountability for the Alliance Health Services Departments of Utilization Management (UM), Quality Improvement/Population Health (QI/PH), Community Care Coordination, Behavioral Health, and Pharmacy to achieve Alliance strategic plan objectives and outcomes
2. Provides executive leadership in new business plans, policies, programs and projects to ensure high quality results
3. Organizes and integrates Health Services departmental operations, systems, and programs to ensure policies, procedures, and execution are in alignment with contractual obligations, Health Plan initiatives, and strategic goals
4. Participates in strategic planning and goal setting for the Alliance
5. Performs other duties as assigned

RESPONSIBILITIES

1. Provides executive management, leadership, and accountability for the Alliance Health Services Departments of Utilization Management (UM), Quality Improvement/Population Health (QI/PH), Community Care Coordination, Behavioral Health, and Pharmacy to achieve Alliance strategic plan objectives and outcomes, with duties including but not limited to:
 - Partnering with the Chief Medical Officer (CMO) to define and communicate a vision for each of the departments that aligns with achieving the Alliance Strategic Plan goals for Health Equity and Person-Centered Delivery System Transformation
 - Ensuring the day-to-day operational execution of the functional responsibilities of each department is efficient and effective in achieving the performance goals of the organization while meeting the needs of internal and external stakeholders in line with Alliance's mission
 - Overseeing Division staff including conducting activities related to hiring, salary administration, training and development, evaluating employee performance, providing feedback to staff, providing mentoring, coaching, and development and growth opportunities for staff, and counseling or disciplining staff if performance issues arise
 - Overseeing the design and implementation of QI/PH, UM and CM programs in order to meet Medicare Model of Care standards as well as National Commission on Quality Assurance (NCQA) and Utilization Review Accreditation Commission (URAC) accreditation for both Medi-Cal and future Medicare lines of business (D-SNP)
 - Ensuring effective oversight of the management of delegated utilization management, quality improvement, and care management processes and activities
 - Participating in the general administration of the Alliance as a member of the management team by providing input into the problem-solving and decision-making process
 - Modeling and promoting effective interdepartmental communication

- Preparing narrative and statistical reports and making presentations
 - Developing performance measures related to strategic goals and new projects and presenting to staff and the Board of Commissioners, as directed by the CMO
 - Preparing reports for the Board of Commissioners package for review by the CMO
 - Maintaining current knowledge of relevant Federal and State laws, policies and directives, and organizational policies and procedures
 - Monitoring legislative and legal changes related to Alliance functions and ensuring appropriate communication of same
 - Overseeing the preparation and maintenance of records, reports and related documents
 - Attending and participating in internal and external meetings related to Alliance business operations
 - Providing support to the CMO and acting for the CMO on operational issues in the CMO's absence
2. Provides executive leadership in new business plans, policies, programs and projects to ensure high quality results, with duties including but not limited to:
- Developing, recommending, reviewing, and implementing plans, policies, programs and projects
 - Ensuring development of clear scope and work plans for new efforts
 - Ensuring the establishment of clear and measurable objectives for plans, policies, programs and projects
 - Approving budgeting and allocation of resources
3. Organizes and integrates Health Services departmental operations, systems, and programs to ensure policies, procedures, and execution are in alignment with contractual obligations, Health Plan initiatives, and strategic goals, with duties including but not limited to:
- Establishing and monitoring performance metrics that align with strategic priorities, identifying areas of opportunity, and implementing solutions to improve performance
 - Ensuring effective Health Services Division structures that organize and foster cross-dialogue and integration from a divisional and organizational perspective
 - Establishing and leading a strategy to drive year-over-year improvements in performance across Health Services operations in order to reach Strategic Plan goals
 - Developing and maintaining a Health Services Division assessment that includes a review of processes and responsibilities
 - Developing and identifying opportunities for clinical performance improvement, integration, and coordination of care across the continuum in health services programs for improved health outcomes
 - Establishing routine processes to evaluate Health Services Division process architecture responsibilities to determine appropriate ownership of processes based on clinical roles and responsibilities
 - Overseeing creation of annual administrative budget for the Health Services Division, in consultation with the CMO and department directors
4. Participates in strategic planning and goal setting for the Alliance, with duties including but not limited to:
- Anticipating and forecasting industry trends affecting the Alliance
 - Participating in strategic planning and implementation of Health Services departments' operational goals related to the growth and development of Alliance business operations

- Recommending strategic goals and objectives to the CMO
- Providing programmatic leadership for execution of the Alliance strategic priorities
- Establishing strategies and objectives and leading the Health Services Division's execution of tactics in support of adopted strategies and objectives
- Ensuring that decisions and actions align with Alliance strategic priorities
- Connecting others within the organization to priorities and strategy
- Conducting complex research and analysis related to health services strategies
- Assisting in formulating strategic plans and goal setting in support of Alliance programs
- Developing and maintaining analytic reports and performance metrics related to strategic goals and projects

5. Performs other duties as assigned

EDUCATION AND EXPERIENCE

- Bachelor's Degree in Business, Public Health, Health Administration, Nursing or a related field and a minimum of ten years of experience in healthcare which included a minimum of five years of experience in a leadership position responsible for running core health plan operations across utilization management and care management functional areas in a managed care setting, as well as the development and implementation of strategic programs, policies and practices in support of the overall operational mission, goals and objectives (a Master's degree may substitute for two years of the general healthcare experience); or an equivalent combination of education and experience may be qualifying.

KNOWLEDGE, SKILLS AND ABILITIES

- Thorough knowledge of the principles and practices of managed care
- Thorough knowledge of the principles and practices of utilization management and care management
- Thorough knowledge of Title 22, Knox Keene, Medicaid, Medicare, entitlement programs, and related regulations
- Thorough knowledge of the principles and practices of supervision and training
- Thorough knowledge of and proficiency in promoting and applying change management principles
- Thorough knowledge of the principles and practices of program development and project management
- Thorough knowledge of the principles and practices of customer service
- Thorough knowledge of National Committee for Quality Assurance (NCQA), Utilization Review Accreditation Commission (URAC), and Centers for Medicare and Medicaid Services (CMS) requirements, standards, quality improvement studies, and HEDIS reporting
- Working knowledge of data collection and analysis, and management practices related to quality of medical care
- Working knowledge of healthcare regulatory processes
- Working knowledge of State and Federal legislative processes
- Working knowledge of and proficiency with Windows based PC systems and Microsoft Word, Excel, Outlook and PowerPoint, and database systems
- Ability to direct, manage, supervise, mentor, train and evaluate the work of staff and assist department directors in doing so

- Ability to promote an atmosphere of teamwork and cooperation, convey the mission and values of the organization, and motivate staff to achieve goals and objectives
- Ability to develop, plan, organize and direct programs and activities that are complex in nature and regional in scope
- Ability to review and assess overall division function, including the core work, goals and structure of each department, and oversee the directors' development and implementation of short- and long-term planning to achieve strategic plans and completion of an annual department assessment
- Ability to provide leadership, facilitate meetings, and partner with and guide directors, managers and employees in the resolution of issues
- Ability to act as a technical resource and explain complex laws, regulations, processes, and programs related to area of responsibility
- Ability to demonstrate strong analytical skills, accurately collect, manage and analyze data, identify issues, offer recommendations and potential consequences, and mitigate risk
- Ability to identify and resolve problems in a timely manner
- Ability to manage multiple projects simultaneously, organize work, and achieve goals and timelines
- Ability to foster effective working relationships, influence others and build consensus with individuals at all levels in the organization
- Ability to demonstrate a collaborative management style, build rapport, and effectively manage internal and external business relationships
- Ability to make presentations and adjust communication style in order to facilitate collaboration and understanding
- Ability to prepare narrative and statistical written reports, oral reports, correspondence, and other program documents
- Ability to develop and monitor division, department, program and project budgets
- Ability to develop recordkeeping systems and maintain organized and accurate records
- Ability to identify new processes and systems to improve productivity and results

DESIRABLE QUALIFICATIONS

- Master's degree in Business, Public Health, Health Administration, Nursing or a related field
- Working knowledge of the principles and practices related to management of delegated utilization management, quality improvement, and care management processes and activities
- Some knowledge of the medical communities in Santa Cruz, Monterey and Merced counties

WORK ENVIRONMENT

- Ability to sit in front of, and operate, a video display terminal for extended periods of time
- Ability to bend, lift, and carry objects of varying size weighing up to 10 pounds
- Ability to travel to different locations in the course of work

This position description, and all content, is representative only and not exhaustive of the tasks that an employee may be required to perform. Employees are additionally held responsible to the Employee Handbook, the Alliance Standard Knowledge, Skills and Abilities and the Alliance Code of Conduct. The Alliance reserves the right to revise this position description at any time.