

## POSITION DESCRIPTION

<b>TITLE:</b>	Practice Transformation Specialist
<b>COMPANY:</b>	Research & Marketing Strategies, Inc. (RMS); RMS Healthcare Division
<b>LOCATION:</b>	15 East Genesee St Ste 210 Baldwinsville, NY 13027
<b>REVISION DATE:</b>	January 2022
<b>REPORTS TO:</b>	Manager, Healthcare Operations

### SUMMARY OF PRIMARY RESPONSIBILITIES

This position is responsible for providing consultative, programmatic, and analytical support to the RMS Healthcare Division pertaining to pertinent healthcare transformation and healthcare analytics functions. This position is eligible for our hybrid work model, allowing some remote work as well as in office work days. Responsibilities will involve coaching clients in their practice transformation journey to attain and maintain Patient-Centered Medical Home (PCMH) Recognition while ensuring alignment with National Committee for Quality Assurance (NCQA) Recognition requirements. This position requires a cohesive and strategic partnership with the Manager, Healthcare Operations, and Vice President Healthcare Operations and Consulting as appropriate, with planning and management of all client project deliverables. Specifically, this position is responsible to partner with clients to identify and develop healthcare transformation goals which align with NCQA annual PCMH Recognition requirements. This position is responsible to develop and manage practice specific workplans and key deliverables to ensure thorough and timely preparation to achieve completion of all client's specific project deliverables. The position also requires a collaborative partnership with the Healthcare Analytics team, within the Healthcare Division, in quality auditing of client reports and to apply analytical skills to provide recommendations for quality improvement, while ensuring full compliance with governmental prescribed protocol. The specific work will involve use the Internet, Microsoft® Excel, Adobe software, as well as Power Point. This position requires collaboration with other members of the healthcare division to address existing client needs, as well as new client demands.

### SPECIFIC DUTIES AND RESPONSIBILITIES

1. Serves as key member of healthcare division, providing valuable input and insight on various initiatives related to regulatory compliance, practice transformation and management techniques.
2. Assists with coordination of various assigned project management and work plan development activities, paying particular attention to recognition standards, deliverables, and specified deadlines.
3. Works directly with the Manager, Healthcare Operations and RMS Healthcare clients, serving as a vital resource in practice transformation activities.
4. Responsible to meet with clients (virtually) and works collaboratively and cohesively with clients on transformation initiatives.
5. Conducts research activities on current client projects using secondary research and data sources to become familiar with industry sources, such as National Committee for Quality Assurance (NCQA); Evidence-Based preventive and chronic disease management sites, Patient-Centered Primary Care Collaborative, State Health Department resources, insurance payer websites, among others.
6. Works closely with RMS Healthcare clients to identify operational changes to be implemented to optimize practice performance while meeting PCMH recognition standards and undertaking organizational transformation activities.

7. Facilitate clients throughout the project cycle, including team building, project planning, workflow redesign, and workflow implementation. Create and manage project work plans with accompanying metrics to track progress towards meeting goals and objectives.

## **Position Description: Healthcare Transformation Specialist – Healthcare Division**

### **Page 2**

#### **SPECIFIC DUTIES AND RESPONSIBILITIES, CONTINUED**

8. Develops and maintains RMS Healthcare transformation client materials, including project workplans and all project key deliverables. Seeks out and participates in training and education resources to remain compliant with annual NCQA PCMH Recognition standards as well as topics pertinent to healthcare transformation trends.
9. Coaches clients to understand and adopt expectations of NCQA PCMH Recognition standards and serves an integral role in problem solving with clients to identify opportunities to better align practice level operational processes with the PCMH standard guidelines.
10. Assists clients in identifying strengths and opportunities as it pertains to practice level in strategic planning and competitive positioning activities on part of the company related to the healthcare industry.
11. Responsible for cultivating and maintaining an excellent working relationship with clients, building, and maintaining a consultative rapport.
12. Works cohesively with Healthcare Analytics team to review client reports and provide recommendations for quality improvement.
13. Rigorously adheres to calendar for healthcare transformation processes, paying particular attention to deliverables and specified timeframe deadlines.
14. Participates in all pertinent internal meetings.
15. Assists with and/or conducts various types of internal auditing processes to ensure quality and compliance with regulatory and operational guidelines, in completing all aspects of work aligned with surveying and reporting.
16. Assists in the preparation of general RMS Healthcare transformation client correspondence and newsletter documents and blogs targeted to inform and educate.
17. Performs other duties as requested.

#### **MINIMUM POSITION REQUIREMENTS**

- Bachelor's degree in health administration (or related field), with experience in the healthcare industry. (Practice management experience and/or healthcare consulting experience will be considered as well).
- Proven experience applying the PDSA model of Quality Improvement, with demonstrated improvement.
- Have demonstrated understanding of and application of SMART goals, healthcare trends and behavioral change.
- Outstanding oral and written communication skills.
- Excellent working knowledge of Microsoft Office (Word, Excel, Powerpoint) software as well as familiarity with Adobe.
- A strong initiative-taker, able to work independently, and follow through on own initiative with significant diligence, and attention to detail.
- Excellent project management skills. Must be able to manage multiple priorities, with frequent time constraints.

- Excellent time management and critical thinking skills.
- Excellent interpersonal skills and ability to work with diverse groups of people is essential to the position.

**Position Description: Healthcare Transformation Specialist – Healthcare Division**  
**Page 3**

**PHYSICAL REQUIREMENTS**

Ambulatory	15%
Sedentary	85%
Computer Work	60%
Travel	None at this time due to restrictions imposed due to COVID-19 Pandemic – w/ potential to regain 25% of time (out of office) local day travel currently.

\*\*This position may require access to patient Protected Health Information (PHI) and may also involve access to electronic Protected Health Information (ePHI). Those in this position are required to comply with all final regulations including the Health Insurance Portability and Accountability Act of 1996 (HIPAA). Intentional or inadvertent disclosure of PHI or ePHI violates federal law and can result in termination and/or fines. Additionally, employees in this position are required to notify the Privacy and/or Security Officer of any suspected incidents whereby RMS is not in full compliance with HIPAA. RMS will provide HIPAA training opportunities and venues for the employee to remain abreast of HIPAA requirements.