



Position/Job Title: Senior Educator and Clinical Projects Nurse
Reports to: Clinical Analytics Manager
Posting Date: 8/23/2021
Job Code: 320
Pay Class/Status: Professional-Licensed – Exempt

Summary:

Reporting to the Clinical Analytics Manager, the Senior Educator and Clinical Projects Nurse is responsible for developing, implementing, and delivering education and training sessions for IHP members and external audiences. Training topics include, but are not limited to, IHP developed sessions (advanced care management, motivational interviewing, health literacy, cultural competency, and teach-back), those conducted on behalf of the Michigan Institute for Care Management and Transformation (MICMT) (Introduction to Team Based Care, Patient Engagement, and Palliative Care), and those identified based on licensure requirements or other needs.

The Senior Educator and Clinical Projects Nurse serves as clinical lead for initiatives (e.g., Blue Cross Blue Shield of Michigan Collaborative Quality Initiatives) that require clinical expertise and for clinical components of broad-based initiatives managed by other IHP staff. Under the direction of the Clinical Analytics Manager and in collaboration with the Quality Improvement Manager and Project Manager, the Senior Educator and Clinical Projects Nurse works with IHP physicians, providers, practice staff, community partners, and internal IHP staff to facilitate clinical improvement. The nurse is responsible for guiding and communicating the project status of clinical components to IHP leadership on a routine basis.

Essential Functions:

1. Leads IHP internally developed training sessions, including topic identification, reviewing evidence-based guidelines and best practices relevant to specific clinical topics, coordinating with internal and external customers/entities to develop curricula and course materials, and ensuring timely completion of continuing education applications.
2. Conducts educational sessions, including presenting course material, for physician practices and other audiences, as appropriate.
3. Participates in statewide curriculum development workgroup(s), as appropriate.
4. Leads clinical projects of moderate to high complexity (or clinical components within larger projects) with special focus on reducing cost of care (e.g., risk adjustment and upstream care management approaches/interventions).
5. Manages projects to successful completion within required timelines.
6. Develops detailed project work plans to identify, implement, and operationalize project tasks/components.
7. Researches and assesses clinical literature to identify best practices and successful

- outcomes applicable to specific populations.
8. Collaborates with IHP quality improvement, care management, and other staff, payers, physicians, practice staff, and others to develop, implement, and integrate proposed clinical interventions.
 9. Monitors project progress and reports status, variances, and threats to IHP leadership on a timely basis.
 10. Compiles and analyzes data and completes required payer, program, and/or IHP reports, white papers, and project evaluation(s).
 11. Convenes and coordinates meetings with internal and external partners, as required.
 12. Serves as internal clinical content expert in project area(s).
 13. Participates in project meetings, workgroups, and committees; serves as clinical point of contact for internal staff and external partners.
 14. Develops materials, presentations, trainings, and supporting documents related to value-based reimbursement and other financial opportunities.
 15. Correlates project clinical components to other functions impacting cost of care (e.g., risk adjustment, annual visits, preventive and chronic care gap closure, IHP Practice Targeted Action Plans, and IHP Strategic Plan).

Additional Responsibilities/Duties:

(The following examples are intended to be descriptive but not restrictive.)

1. Coordinates and collaborates with IHP staff to provide educational opportunities to IHP providers and office staff, related to project(s) and clinical topics. Contributes to the provider monthly update and IHP Newsletter.
2. Develops ongoing relationships with current and potential IHP clients.
3. Participates fully as a member of the Clinical Performance Improvement team, including participating in culture development and building a strong team for delivering IHP's mission.
4. Demonstrates commitment to providing outstanding customer service in a manner that is reflective of IHP's mission, vision, values, organizational context, code of conduct, and customer service standards.
5. Identifies opportunities for continuous improvement, develops related plans of action, and implements process and documentation improvements.
6. Committed to continuing professional development.
7. Maintains a working knowledge of applicable Federal, State and local laws and regulations, IHP's Compliance Program & Code of Conduct as well as other policies and procedures, in order to ensure adherence in a manner that reflects honest, ethical, and professional behavior.
8. Performs related duties as assigned.

Education/Experience:

Required Education and Experience:

1. Registered Nurse (RN) with current Michigan license in good standing
2. Bachelor's degree in nursing (BSN) required
3. Five (5) years of experience in a health care setting
4. Previous experience presenting to large and small audiences

5. Experience of clinical application of evidence-based guidelines
6. Must be proficient in the development of reports, analytics, or clinical decision support to aid clinical best practices
7. Knowledge and application of program development, implementation, and evaluation
8. Experience and/or ability to work with diverse populations

Preferred Education and Experience:

1. Master's degree in nursing, public health, health care administration, or related field strongly preferred
2. Three (3) or more years of health care quality experience, including leadership roles in moderate-to large-scale quality improvement projects
3. Experience working with payers in clinical and value-based programs and product lines (commercial, Medicare, Medicaid)
4. Professional certification in quality or process improvement strongly preferred (e.g., Lean, Certified Professional in Healthcare Quality (CPHQ))

Professional Competencies, Licensure/Certification, etc.:

Licensure/Certification:

1. Registered Nurse (RN) with current Michigan license in good standing

Competencies:

- Excellent communication skills (grammar; oral and written)
- Self-directed; able to work independently
- Strong analytical capabilities, including data interpretation, application, and display
- Experience and comfort with presentations targeting large and small audiences
- Strong organizational skills
- Ability to effectively manage multiple projects simultaneously
- Interpersonal skills to effectively interact with physicians, other health professionals, practice staff, payers, and others
- Proficient use of Microsoft Office suite; minimum Word and Excel, Access preferred
- Demonstrate and maintain high level of accuracy
- Conflict resolution skills

Other Requirements:

This job may have additional requirements for working on-site within a member practice or business partner and will be considered an alternate work site. Additional requirements may vary based on facility or regulatory requirements for the alternate work site.

Work Environment:

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

This is largely a desk-bound role; however, frequent movement throughout the office is required. Frequent sitting, standing, and walking are daily activities. Some bending and filing may be required. This would require the ability to lift files, open filing cabinets and bend or stand as necessary

Position Type/Expected Hours of Work:

This is a full-time position. Days and hours of work are Monday through Friday. Hours of operation are typically 8:00 a.m. to 5:00 p.m. with some scheduled evening events. Work hours may vary by position with some positions requiring extended workdays depending on business needs. A typical work week for an exempt position averages 45 hours worked per week.

Travel:

This position may require up to 20 percent travel. Majority of travel will be in Southwest Michigan; however, additional travel may be required.

The above statements are intended to describe the general nature and levels of the work performed and are not exhaustive lists of all duties, responsibilities, knowledge, skills, and abilities and working conditions associated with the job. As changes occur IHP reserves the right to modify the above description.