JOB DESCRIPTION

Health Services
Clinical Program Manager-Disease Management

JOB SUMMARY:
The Gold Coast Health Plan (GCHP) Clinical Program Manager for Disease Management supports the GCHP mission to improve the health of the members through provision of disease management services.

Disease Management programs are a population-based approach to the clinical and quality management of chronic conditions. This approach identifies individuals with chronic conditions, and through the use of disease-specific interventions, attempts to alter the course of the disease. Referrals may be received from a number of sources: Utilization Management (UM) and Care Management (CM) staff, practitioners, facility staff, vendors, Health Education, or self-referral by an Enrollee. The Disease Management nurse works collaboratively with other clinicians and licensed professionals to improve disease state outcomes and maximize individual Enrollee functioning. Enrollees with complex issues or the need for more intense interventions are referred to Care Management. Program components include mailed educational materials, provider education on evidence-based clinical guidelines, telephonic Enrollee education, and care coordination.

Under the direction of the Medical Director, the Program Coordinator for Disease Management is responsible for:
- Use predictive modeling tools and real-time data to perform comprehensive case and disease management outreach with goal of increasing members’ abilities to manage their chronic and acute health conditions and decrease unnecessary utilization.
- Analyze data and assist with the process of monitoring clinical program effectiveness
- Participate in in-patient rounds and clinical management
- Facilitates communication with patients and care team, coordinate referrals, and promote optimal allocation of available resources.
- Adheres to evidence-based treatment guidelines in facilitating care for chronic care/disease management.
- Contributes to documentation of individualized care for identified patients, focusing on specific treatment goals. Assess progress toward goals based on clinical judgment, review of patients’ self-monitoring tools and trends in clinical data.
- Assesses and monitors adherence to outreach and problem-solve intrinsic barriers to effective patient self-management of chronic conditions (i.e. education level, language barriers, etc.).
- Identifies extrinsic barriers to adherence (i.e. transportation, financial concerns or pharmacy coverage) and work with patient, care team and other available resources to alleviate barriers
- Provides educational materials and resources to patient and family that are in a format which is specific to the patient/family learning abilities and language preference.
- Refers patients/families to self-management support programs as needed.
- Assists with the timely follow-up and coordination of care for patients discharged from hospital settings requiring complex care management.
- Communicates with internal and external care providers (specialty consultants, home health agencies) to ensure safe and effective care management.
SKILLS, KNOWLEDGE, EDUCATION & ABILITIES:

Desired:
- An attitude to excel, a special empathy for working with multiple populations, an investigative personality and a willingness to mentor colleagues.
- Bilingual in English and Spanish
- Knowledge of CA Medicaid market
- Graduate level degree

Required:
- Unrestricted and active CA RN license
- A Bachelor’s Degree or higher in a health care related field
- Prior experience with health plan disease management
- Excellent communication skills for interaction with physicians, members, service providers and internal partners
- In depth knowledge of medical/surgical nursing and at least two years’ experience in clinical practice
- Ability to evaluate clinical and other health data and to communicate effectively both orally and in writing
- Ability to synthesize thoughts and plans succinctly in writing
- Solid computer skills and ability to use the computer effectively in health plan business
- Willingness to function in expanded scope healthcare nursing practice for coordination and decision making to improve member care and outcome

ESSENTIAL FUNCTIONS:
Must be able to travel outside the office and/or attend meetings during and after hours; maintain professional growth and development through seminars, workshops, in-service meetings, current literature, and professional affiliations to keep abreast of latest trends in field of experience.

The job duties, elements, responsibilities, skills, functions, experience, educational factors and requirements and conditions listed in this position description are representative only and not exhaustive of the tasks that an employee may be required to perform. GCHP reserves the right to revise this position description at any time.

SPECIAL REQUIREMENTS:
Must be able to stand, bend, and reach overhead and lift up to 10 pounds; must be able to sit for extended periods of time. Must have a current, valid CA drivers’ license with a clean driving record, own automobile, and car insurance for transportation.