

Klamath Health Partnership

Job Description and Responsibilities



Position: Population Health Supervisor

Salary Range: \$
Status: Non-Exempt
Reports to: Quality Director
Location: Klamath Open Door

The Population Health Supervisor provides oversight, information, and support to the Population Health Team, providers, and care teams directed towards the prevention of disease and promotion of health using professional care standards and best practices for quality patient care.

The Population Health Supervisor works with the Population Health Specialists to track the health of patient panels assigned to primary care providers. This may include proactively tracking prevention activities such as immunizations, preventive care screenings, and chronic disease observation, like blood pressure monitoring. The Population Health Supervisor will manage team communication, including the team phone message queue and patient communication and follow-up. The Population Health Supervisor works with clinic staff to improve the efficiency and quality of patient visits.

Essential Duties and Responsibilities:

- Provide direct supervision of Population Health team staff.
- Review schedules two weeks in advance for assigned providers, checking for gaps in preventive care screenings and chronic disease management. Checking for completion of preventive care screenings (i.e., depression screening, tobacco screening, cancer screenings).
- Ensures all notes from specialist, imaging, or lab results are documented appropriately in the Electronic Health Record.
- Utilizes electronic panel reports and reviews of provider schedules to proactively assess needs for prevention screening and care gap closure.
- Monitors chronic disease reports and initiates follow up with patients or ensures appropriate referrals as needed.
- Utilizes the Electronic Health Record to communicate with providers and the care team.
- Schedule and coordinate scheduling of primary care and specialty appointments as necessary.
- Coordinates with care team, Population Health team, and providers to ensure appropriate tracking and follow-up of referrals.
- Complete documentation, charting and management of chart documents as outlined by KHP policy.
- Manage team voicemail and return calls to provider offices and patients to answer questions and resolve requests.
- Process patient referrals and imaging orders as requested by providers. Track pending referrals and monitor and responds to related communication requests.
- Ensure that insurance prior authorizations are ordered as required.

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Other Duties

- Reviews cases with the providers, nursing, and medical assistant staff, as needed. Seeking expert advice on issues for patients and provides input to providers, nurses, and medical assistants on patient response.
- Collect data and document program achievements for the purpose of quality improvement, project management, or research.
- Manage Population Health team timecards and PTO requests.
- Perform other duties as assigned.

Desired Knowledge, Skills, and Abilities:

- Ability to read and interpret documents such as quality reports, safety rules, operating and maintenance instructions and procedure manuals.
- Possess the tact necessary to deal effectively with patients, providers, and co-workers.
- Excellent written and verbal communication skills
- Teamwork skills that contribute directly to critical thinking, planning and cooperation with others in a multi-disciplinary healthcare team.
- Understanding of clinical workflows within an EHR.
- Proficiency with Microsoft Excel, Microsoft Word, Microsoft Outlook.
- Must have excellent teamwork skills and possess the ability to effectively communicate with others both verbally and in writing.
- Ability to write routine reports and correspondence.

Qualifications/Requirements:

- High school diploma or GED; two years related experience and/or training.
- Bachelor's or Associates degree in health care administration, public health, management, or related field and 2-3 years experience in population health-related programs, or equivalent combination of education and experience preferred.
- CPR/First Aid preferred.
- Bilingual/bicultural skills strongly preferred.

Accommodations

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to walk, talk, bend, lift, carry, write, and hear. The employee frequently is required to stand, walk, sit, and use hands to finger, handle or feel. Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception and ability to adjust focus.