



Job Description – Leadership

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| Job Title: Vice President, Clinical Operations | Exempt <input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> |
| Reports To: President | Supervisory Responsibility: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| Supervises: | Approval Date: |
| | Date Last Revised: 11-23-15 |
| I. Job Summary / Job Purpose | |
| The Vice President, Clinical Operations leads, develops, implements and evaluates the care management, quality improvement, service improvement, and cost management efforts of KHP. | |
| II. Essential Functions | |
| <ol style="list-style-type: none"> 1. Oversight of the Population Management Team <ol style="list-style-type: none"> a. Leads the strategic planning, strategy deployment, organizational development, and operations of the care management program b. Leads the recruitment, selection, development and retention of the Care Management leadership team 2. Organizational Support for Governance as requested <ol style="list-style-type: none"> a. Serves as the support for the Population Health Committee, and provides support to the Board of Managers as requested. Attends meeting as appropriate 3. Chief Operating Officer for the Population Health Management Program <ol style="list-style-type: none"> a. Serves as primary liaison between KHP and medical staffs, participants, affiliates and ancillaries b. Serves as primary liaison between KHP and leaders at major employers, payor organizations, and regulatory agencies c. Serves as primary liaison between KHP and local, state, and national healthcare associations, media, and general public 4. Process improvement to achieve quality outcomes and meeting top quartile performance <ol style="list-style-type: none"> a. Plans and deploys clinical operations policies, procedures and practices to continually improve the performance of KHP Care Management b. Leverage IT systems to identify helpful operational data, leading to successful implementation of key operational and clinical improvement initiatives 5. Reporting and program evaluation <ol style="list-style-type: none"> a. Assures regular clinical care performance evaluation and sharing of trend reports and outcomes of KHP clinical programs for effectiveness and needed change | |
| III. Core Expectations | |
| Employee demonstrates our Core Values: | |
| <ul style="list-style-type: none"> • Reverence: Having a profound spirit of awe and respect for all creation, shaping relationships to self, to one another and to God and acknowledging that we hold in trust all that has been given to us. • Integrity: Moral wholeness, soundness, uprightness, honesty and sincerity as a basis of trustworthiness. • Compassion: Feeling with others, being one with others in their sorrows and joys, rooted in the sense of solidarity as members of the human community. • Excellence: Outstanding achievement, merit, virtue; continually surpassing standards to achieve/maintain quality. | |
| IV. Core Job Competencies | |



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1. Accountability:

Focuses on results and desired outcomes setting a climate of achievement. Holds others accountable for goal attainment.

- a. Ensures accountability by providing timely feedback about team and individual progress on projects/goals.
- b. Ensures others deliver on commitments.
- c. Follows through on commitments.

2. Adaptability/Flexibility:

- a. Understands and appreciates different and opposing perspectives on an issue.
- b. Adapts one's approach as situations changes within one's own job or the organization at large.

3. Initiative:

- a. Addresses issues proactively
- b. Engages in problem-solving.
- c. Generates new ideas and solutions.
- d. Seeks out new responsibilities.
- e. Acts on opportunities for self-development.

4. Integrity & Values:

Is open and honest in all interactions. Acts with moral wholeness, soundness, and truthfulness.

- a. Demonstrates a deep trust and respect for others.
- b. Talks about important values and acts accordingly.
- c. Actively fosters reflection about the deeper meaning of work.
- d. Makes decisions in the best interest of the organization's core values.

5. Quality:

- a. Is attentive to detail and accuracy.
- b. Is committed to error prevention.
- c. Monitors, owns and acts on quality work.
- d. Looks for and participates in opportunities for process improvements.

6. Safety:

- a. Learns and practices safety as a personal priority in your work.
- b. Addresses potential safety concerns.
- c. Willing to address unsafe behaviors in others.

7. Service Excellence:

- a. Builds confidence and is committed to increasing satisfaction.
- b. Sets achievable expectations and assumes responsibility for solving problems.
- c. Ensures commitments are met.
- d. Solicits opinions and ideas and responds to patients, coworkers, physicians, and other stakeholders.
- e. Maintains pleasant and professional image.

8. Collaboration and Teamwork:

Builds teamwork and participation. Works together to bring out the best in everyone. Provides useful, caring feedback for growth of team.

- a. Builds a cohesive, caring team.



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- b. Ensures I know how my work contributes to the organization's success.
- c. Actively promotes collective relationships across the organization.

9. Coaching & Developing Others:

Fosters professional and personal development. Nurtures individual strengths and abilities to develop employee skill sets.

- a. Is honest and candid in providing feedback, even when it's difficult.
- b. Invests time teaching and coaching employees/peers.

10. Managing Performance Outcomes:

Sets clear performance expectations and associates celebration and rewards. Builds a high performance group with a focus on excellence and achievement orientation.

- a. Recognizes individual achievements throughout the performance period.
- b. Ensures that people resolve differences in a constructive way.

11. Change Leadership:

Accurately assesses the potential and resources necessary for change. Challenges the status quo and takes personal ownership for leading change that enhances the organization.

- a. Takes personal ownership for leading change to deliver better results.
- b. Builds necessary sponsorship for change.
- c. Employs processes and/or structures to ensure that desired change is sustainable.
- d. Removes barriers and aligns resources to achieve goals.

12. Inspirational Leadership:

Articulates a compelling vision that promotes the goals that need to be attained and metrics for success. Builds commitment to Catholic Health Initiative's healing ministry.

- a. Fosters a strong sense of personal commitment for the organization's healing mission
- b. Communicates what individuals need to accomplish for our vision to be realized
- c. Emphasizes how goals and metrics align desired outcomes to strategy
- d. Inspires others to think positively about change.

13. Innovation:

Incorporates new methods of approaches to solving problems. Cultivates alternative viewpoints.

- a. Seeks different perspectives when solving problems.
- b. Demonstrates respect for all the types of diversity represented in the people we serve and employee.

Education / Accreditation / Licensure (required & preferred):

Required:

- Master's degree in Healthcare Administration, Public Health or Business Administration

Preferred:

- Clinical Training in a related field

Experience (required and preferred):

Required:



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- Fifteen (15) years of progressive experience in healthcare experience
- Seven (7) years of senior management experience
- Demonstrated ability to build and lead a high performing service organization
- Demonstrated ability to oversee and positively impact clinical operations in a large healthcare organization and through a matrix relationship
- A broad understanding of the health industry
- A strong working knowledge Microsoft Office products, especially Word, PowerPoint and Excel, along with the capacity to learn other relevant systems and databases, as needed

Preferred:

- CIN/ACO or Health Insurance experience
- Managed care clinical operations management experience
- Consulting experience in a provider healthcare setting
- Familiarity with the health industry including providers and vendors in the area

License/Certification:

- Licensure as a Registered Nurse (RN), Pharmacist, Social Worker or other appropriate hands-on clinical profession

V. Work Environment/Job Activities



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TRAVEL

Local

High-over 60%

Moderate-31-60%

Light-0-30%

N/A

National

High-over 60%

Moderate-31-60%

Light-0-30%

N/A

DEGREE OF FREQUENCY

PHYSICAL ACTIVITIES/EQUIPMENT USAGE

(Please note the percentage of time the activity or equipment is used as part of the job.)

| Activities | HIGH Over 60% | MODERATE 31-60% | LIGHT 0-30% | NONE 0% |
|-------------------|-------------------------------------|-------------------------------------|-------------------------------------|--------------------------|
| Sitting | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Standing | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Bending | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Walking | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Driving | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Dexterity | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Vision | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Hearing | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Lifting (20 lbs.) | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Repetitive | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Motions | | | | |
| Equipment | | | | |
| Computer | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Telephone | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| FAX | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Scanner | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| Copier | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Other physical activity or equipment usage if moderate or high (please explain):

VI. Disclaimers

- This job description reflects KYOne Health Partner's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned.
- Critical features of this job are listed above. They may be subject to change at any time due to reasonable accommodation or other reasons.

VII. Acknowledgement

I have read and received a copy of this job description.

Employee's Signature/Date _____