

Position Title: Senior Director, Clinical Operations
Reports To: Chief Medical Officer
Division: QPoint
Department: Administration
Classification: Exempt
Revision Date: March 8, 2019

Position Summary:

Equality Health is an Arizona-based population healthcare company focused on improving care delivery for underserved populations through culturally-sensitive programs that improve access, quality, and patient trust. Our mission is to ensure diverse populations receive quality healthcare that improves and enriches their lives. We have developed our product portfolio around centralized technology, services and network designs intended to organize a better healthcare delivery system for cultures that have struggled with integrating into the traditional one-size-fits-all U.S. healthcare system.

The Senior Director, Clinical Operations is primarily responsible for the development, implementation, oversight and monitoring of clinical programs for Q Point, a division of Equality Health. This individual has a matrix reporting relationship to the Medical Director, and works to align clinical programs with our strategic objectives to improve patient outcomes in a culturally congruent manner, control the cost of care, reduce unnecessary utilization and improve quality for the population of patients we manage.

Responsibilities:

- Develop, manage and implement clinical programs including care management, disease programs, complex care programs, wellness initiatives and community services
- Coordinate and monitor programs in an efficient manner to meet all contractual and regulatory obligations
- Partner with Medical Director and collaborate with all departments to ensure clinical programs achieve the desired results from a quality and economic perspective
- Provide leadership, project management and program oversight for clinical services which include synthesis and analysis of data to monitor and ensure program effectiveness
- Ensure the delivery of high quality care coordination services
- Oversee and lead cross-functional teams to continually deliver innovative, efficient clinical products
- Present written and oral updates to leadership team on a regular basis
- Represent the clinical program to external organizations, including existing and potential clients
- Maintain knowledge of payor contract obligations and governmental health care regulations

Required Knowledge, Education & Experience:

- Bachelor's degree in Nursing or a directly related field of study; Master's degree is preferred
- Minimum seven (7) years of experience in a clinical leadership role or directly related position
- Minimum five (5) years of experience managing an operations team
- Proven record of developing and implementing clinical programs
- Proficiency with MS Office applications and web-based technologies



Highly Preferred Skills, Abilities & Qualifications:

- Experience with URAC and/or NCQA accreditation and delegation process
- Knowledge of value-based managed care arrangements and population health with Medicare Advantage and Medicaid populations
- Excellent verbal, written and interpersonal communication skills; highly collaborative team approach to work
- Demonstrated leadership ability and skills in critical thinking, strategic planning, analysis and systems thinking
- Successful record of managing multiple projects with demonstrated ability to work independently in rapidly-changing environments