

## **SCORH Scope of Work for Practice Transformation Specialist**

**REPORTING RELATIONSHIP:** SCORH Center for Practice Transformation Director

### **POSITION SUMMARY:**

The Practice Transformation Specialists will assist in working with ambulatory practices, hospitals, specialty groups and other community and professional service organizations to meet specific grant/contract deliverables related to quality improvement, performance improvement, practice transformation, and quality measurement/reporting. The Specialist will work with healthcare organizations on chronic disease improvement, medical home development, PCMH Recognition, public health program implementation, systems optimization and quality improvement to help practices and other healthcare organizations achieve improved patient outcomes, office efficiency and satisfaction for the patient and the health care team.

### **QUALIFICATIONS:**

**EDUCATION AND/OR EXPERIENCE:** Bachelor's degree in health care or related field or equivalent health care experience. Quality improvement coursework or experience preferred.

**COMPUTER KNOWLEDGE:** Excellent computer skills, Word, Excel, PowerPoint, Outlook and familiarity with electronic medical records are a plus.

**PHYSICAL:** Must have the ability to sit, move about and be able to effectively communicate. Must have the manual dexterity necessary to operate standard office equipment. Must be able to operate a motor vehicle and have reliable transportation. Must maintain a valid SC driver's license.

### **SCOPE OF WORK:**

- Assist ambulatory practices/health systems engaged in practice improvement activities. This will include assisting in on-site, telephonic, and web-based technical assistance to practices.
- Participate in the recruitment of participating practices into various SCORH Center initiatives.
- Assist in the management of grant deliverables for funders and public health agencies
- Perform practice assessments to provide both a baseline understanding of and the basis for a practice redesign plan.
- In conjunction with C4PT team members assist in the development of targeted improvement workplans for the practice with goals, timelines and benchmarks.
- Communicate with practices on key components of the chronic disease improvement, medical home program, public health programs and other programs.
- Assist with conducting onsite practice consultation and assistance requiring frequent travel to and from engaged practices
- Facilitate practice interventions with practice team.
- Review monthly practice team reports and data and rate team progress.
- Maintain knowledge management/tracking system chronicling relevant activities in each practice including but not limited to: observations, measures change initiatives, results of

change activities.

- Work with the practice teams to assess project progress and assist in the design of interventions to improve practice performance.