



The North Country Initiative (NCI) invites applications for the full-time position of Director based in Watertown, NY.

About: The North Country Initiative — or “NCI” for short — is a partnership of hospitals, independent physicians and community providers working together to reform the health care system across northern New York’s Jefferson, Lewis and St. Lawrence counties. With the health care system undergoing significant change at both state and national levels, we are working together to align incentives across our rural region, create clinical programs and develop necessary health technology infrastructure under a Clinically Integrated Network. We believe that cooperating on these strategies will improve the health of our community, reduce the cost of health care and improve care for patients. Much of our everyday work is grounded in working toward four key goals:

- Providing accessible, effective, high-quality health care
- Improving the quality and efficiency of care for the rural, under-served population
- Aligning health system partners with payers to drive clinical improvement and add value to patients
- Implementing evidence-based medicine to enhance patient outcomes, and reduce cost

Principal Duties: The Director is responsible for the leadership and management of NCI. The Director works with the Executive Director of its sister organization, Fort Drum Regional Health Planning Organization, and the NCI board of managers to establish and successfully oversee program administration and provide vision and leadership to the regions Clinically Integrated Network, Accountable Care Organization and Management Service Organization. Currently the ACO is responsible for ~9500 patients’ lives totaling \$87 million dollars. The Director will be the central liaison between hospitals, healthcare providers, community based organizations and other stakeholders as necessary. The Director is responsible for the business plan, budget and to oversee and implement key operational components to successfully operate a healthcare organization in a value based system.

Responsibilities:

- **Leadership:**
 - Manage day to day operations, engaging with senior leadership across a three-county regional healthcare delivery system.
 - Works with FDRHPO Executive Director and NCI Board of Managers to define strategic goals, operating procedures and clinical campaigns that ensure contract compliance
 - Works with our ACO Medical Directors to ensure the effective oversight and leadership of the overall Program member experience and cost reduction strategies.
 - Provides oversight and direction to ensure collaboration between NCI’s physician, Community Based Organizations and Hospital partners
 - Assess internal and external issues affecting the organization

- **Program Planning & Management:**

- Oversee the planning and implementation of Clinical Quality Programs, Sustainability goals, Value Based Payment opportunities and Cost Reduction Initiatives.
- Works with NCI's Medical Directors and Data team to develop and deliver actionable utilization and cost data to ACO providers.
- Implements clinical program specific action plans, strategies and timelines.
- Manages all resources to meet clinical program performance goals, targets and standards. These include but are not limited to Total Medical Expense (TME); Medicare Stars Performance; member outcomes; member and provider satisfaction.
- Leads staff in the achievement of high quality performance and team orientation.
- Works closely with Board of Managers and committees to ensure provider groups are effectively meeting program standards and campaigns. This includes but is not limited to utilization management, cost of care and population health management.
- Develop project plans to support and prepare the ACO readiness for the contract term.
- Direct and manage ACO staff to ensure project plans, presentations, tracking grids/databases are timely, accurate and reflective of intended audience.
- Plan and coordinate the monitoring of compliance with the measures, collaborate with NCI leadership to develop performance reports and dashboards, using the data to help define medical management goals, developing care management programs, etc. according to the work plan.

- **Financial Planning & Management:**

- Ensure compliance with Board directives and applicable payer, federal and state requirements.
- Develop and manage yearly budget for Accountable Care Organization, Clinically Integrated Network and Management Service Organization
- Develop and maintain strong relationships with members ensuring they are complying with policies, procedures and strategy opportunities.
- Study and understand the Medicaid ACO model, Commercial VBP model, Medicaid rules and regulations, DSRIP funding; track new proposed regulations; communicate new and proposed regulations internally to key entity leaders, Board of Managers and participants, as needed.
- Monitors regulatory and industry sources for changes in policy, laws and regulations that impact region

- **Community Relations & Advocacy:**

- Serve as a key external local, regional and national presence to champion program results with an emphasis on tri-county rural health transformation
- Works collaboratively with NCI's Network members, including provider relations to help contract providers and explain NCI's value.
- Establishes and maintains effective and collaborative relationships with other key internal and external customers and constituencies including but not limited to providers, regulators, advocacy groups and the home and community based care providers and agencies.
- Oversees the Program compliance for all clinical activities with all appropriate regulatory and accreditation agencies including CMS
- Ensures team's compliance with all legal requirements and policies regarding member confidentiality including but not limited to HIPAA regulations and NCI policies.
- Direct and manage selected NCI committees to include Medical Management, Compliance and others as needed

Minimum Qualifications:

- Minimum of five years' experience in managed care, or managing health care delivery
- A Bachelor's Degree, with a Master's Degree preferred
- Experience in leading/operating an Accountable Care Organization is preferred.
- Previous direct experience in managing or leading Managed Care programs highly preferable
- Previous management experience highly preferred
- Previous program development and policy development experience highly preferred
- Previous experience presenting in front of audiences utilizing visual aids and slides or other prepared presentations
- Experience and expertise in leading care management to vulnerable populations
- Candidate must possess a, self-starter entrepreneurial attitude and ability
- The ideal candidate would have relationships with North Country Healthcare providers, or can demonstrate the ability to build the necessary relationships
- Can demonstrate a track record of organizing individuals to a common goal
- Candidate should be able to operate a business towards financial gains while supporting the vision of positively impacting the care our patients receive