San Francisco Health Plan (SFHP) is a community health plan providing affordable coverage to low income families residing in San Francisco. We are also the third party administrator for the innovative universal healthcare project, Healthy San Francisco. SFHP was designed for and by the residents it serves – many of whom would not otherwise be able to obtain healthcare. SFHP is dedicated to universal coverage, excellent healthcare quality and access, exemplary service, and supporting the financial viability of the safety net. For more information on SFHP visit www.sfhp.org.

POSITION SUMMARY

The Project Manager, Care Management will be responsible for supporting implementation of critical projects aimed at improving care, improving patient experience and decreasing costs for San Francisco Health Plan (SFHP). SFHP is undertaking several major initiatives as part of a statewide effort to improve care for the most vulnerable low-income population, including supporting clinics in providing case management in the medical home, enrolling seniors and people with disabilities into managed care, enrolling Medicare-Medi-Cal patients into managed care, and implementing the new Community Based Adult Services benefit. Responsibilities consist of applying effective project management methodology to ensure we reach our goals.

ESSENTIAL DUTIES & RESPONSIBILITIES

Implement the Community Based Adult Services initiative:
- Under direction of Associate Medical Director, implement new program that provides intensive support services for frail elderly and disabled members
- Work with community agencies collaboratively to ensure the new benefit is implemented smoothly.

Implement Clinic Care Support
- Work with clinics to ensure smooth implementation and compliance with quarterly reporting
- Analyze quarterly reporting and write up the data analysis with recommendations
- Support efforts at providing technical assistance, working for the Center for Excellence in Primary Care

Help prepare Care Management for the enrollment of new members with Medicare and Medi-Cal
- Develop work plans and manage timelines
- Work with consultants to document the ramp-up process in terms of new staff and new functions
- Write policies and procedures, with assistance from leadership
- Help ensure accountability from Care Management staff and other departments to make sure we meet project mileposts

Support the development of Community Based Care Management teams
• Under guidance of clinical consultant and medical leadership, develop support new project aimed at improving care outcomes and decreasing costs for members with mental illness, substance abuse, and significant medical illness.

For all assigned projects:
• Participate in multi-departmental workgroups: share ideas, assist with measures development, and problem solve.
• Develop detailed workplans, manage timelines, and ensure accountability from cross-functional team members
• Develop agendas and run effective meetings
• Ensure all new projects have effective metrics and reporting to measure outcomes and impact on cost

Other responsibilities as assigned.

EXPECTATIONS

• Ensures own understanding of the SFHP mission, business goals and objectives; understands departmental performance metrics.
• Strives daily to ensure his/her individual performance meets or exceed the performance competencies and metrics. Offers assistance to other members of the team as appropriate in order to help the team meet its overall metrics goals.
• Ensures the privacy and security of PHI (Protected Health Information) as outlined in SFHP's policies and procedures relating to HIPAA compliance.
• Acts with integrity, honesty and fairness, remaining mindful of the duty of trust SFHP has to its employees, and to its providers, members, and employers.
• Accepts and adapts to changes in SFHP policy, practice, procedures quickly and positively; proactively supports colleagues in adapting to changes in the workplace.
• Contributes actively and effectively to team discussions, sharing his/her knowledge and expertise willingly and collaboratively.
• Provides outstanding customer service to both external and internal customers.
• Suggests process improvements to streamline and improve SFHP customer service.
• Models professional behavior/conduct that remains in concert with the SFHP culture and business values. Leads by example whether in group or individual meetings.

CORE COMPETENCIES/KNOWLEDGE & SKILL REQUIREMENTS

• At least two years of project management experience
• Bachelors degree in related field; Masters degree and/or PMP certification a plus.
• Proficient in MS Word, Excel, Access, and Outlook; good basic computer problem-solving skills.
• Knowledge of the Model for Improvement/Plan-Do-Study-Act.
• Detail-oriented and self-motivated.
• Excellent verbal and writing skills.
• Steadfast possession of a courteous, patient, helpful attitude toward peers and all customers.
• Sense of humor.
• Strong organizational skills, efficient time management and project management skills.
• Multi-tasking abilities.
Please apply directly through our career page at http://www.sfhp.org