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Director of Chronic Disease Management

Position Summary:

The Director of Chronic Disease Management is responsible for leading assigned chronic disease services. The Director of Chronic Disease Management provides patient care, education, counseling, patient advocacy, and coordination of services to patients who have chronic health conditions, specifically, but not limited to, diabetes, obesity and hypertension. The Director of Chronic Disease Management will be integrated into the office-based health care team to provide patient-centered care and will have frequent contact with Providers and medical home team members.

Duties and Responsibilities:

- Serves as the program leader for patient self-management and chronic disease support programs, including the Association of Diabetes Care & Education Specialists' (ADCES) Diabetes Self-Management Education and Support (DSMES) program.
- Provides instruction, support, reporting, and documentation as required by such programs and by Tandem Health leadership. This includes but is not limited to monthly, quarterly and annual reporting as required for program certification.
- Develops care management plans, interventions, and treatment goals in collaboration with patient/family; utilizes motivational interviewing techniques to assist patients with establishing self-management goals and action plans with timeframes.
- Ensures timely implementation of assessments, care plans and appropriate interventions for identified patient populations to determine health, social situation, physical environment, mental health, substance abuse, economic status and educational needs of patients.
- Completes initial patient assessments, including a comprehensive medical, psychosocial, and functional assessment of the patient in accordance with Director's licensure.
- Uses an interdisciplinary team approach to address opportunities to plan and coordinate care; acts in a supportive capacity to other team members.
- Leverages electronic medical record and chronic disease registry to proactively identify patients to ensure continuity of care.
- Identifies and utilizes cultural and community resources and maintains an accurate database of services and contact information.
- Helps to arrange contact with other resources needed to support patient treatment plans.
- Develops evidence-based educational offerings for diabetes, obesity, and other specific health conditions.
- Maintains self-management education program curricula, objectives, and program materials.
- Provides ongoing follow-up and support to assist patient retention in programs related to medical care, including, but not limited to, contacting patients in reference to missed appointments.
- Ensures open communication regarding patient status with Providers and office staff.
- Maintains licensure and any additional educational requirements for special programs.
- Attends required trainings.
- Provides and/or identifies trainings for other team members, as needed.
- Shares best practices among all teams, serves as a medical home advocate, and leads by example to support a positive work environment, and encourages other staff to do the same.
- Represents the practice in a positive manner to all patients and all applicable external clients.



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- Performs quality work within the primary care office setting consistent with evidence-based treatment guidelines and NCQA Patient Centered Medical Home Recognition Standards.
- Fosters a patient-centered environment that focuses on patient satisfaction and quality outcomes/monitoring.
- Participates with the Quality, Compliance and Risk Management team, as needed, to develop and implement performance improvement strategies to meet/exceed quality of care expectations.
- Participates in Continuous Performance Improvement (CPI) program; assists in providing CPI reports for improving patient care.
- Supervises internship and other student programs and maintains relationships with the appropriate partner organizations.
- Builds a team, resolves conflicts, and facilitates group interaction both within the team and with cross-departmental teams.
- Provides leadership and oversight for RN Case/Care Managers, Dietitians, Community Health Workers, and other employees as assigned.
- Enables team to achieve optimal results by providing information, encouragement, and support.
- Facilitates assigned employees' time and attendance to include requests for Paid Time Off and minimizing overtime.
- Oversees hiring, orientation, and training and development of assigned staff.
- Provides coaching and counseling utilizing the approved performance feedback tools and methods of Tandem Health.
- Maintains a strong focus on ensuring that all work efforts are aligned with organizational goals and objectives.
- Performs other duties as assigned by supervisor.

Qualifications:

Education and Experience:

- Minimum of Master's degree in relevant field required.
- Licensure in the following disciplines strongly preferred: Registered Dietitian (RD), Pharmacist (PHARM), RN/APRN, or Physician Assistant with a license in good standing in the state of South Carolina.
- A minimum of three (3) years of professional experience required and a minimum of five (5) years preferred.
- Prefer prior management experience in a PCMH setting.
- BLS certification required.
- Certified Diabetes Care and Education Specialist (CDCES) certification preferred.

Knowledge, Skills, and Abilities:

- Understands the mission, vision and values of the organization.
- Must be able and willing to work as a team member and a leader.
- Ability to communicate effectively and build rapport with coworkers and patients.
- Ability to record patient data and communicate with Providers.
- Ability to adjust to the changing needs of the health center.
- Ability to work independently and collaboratively to achieve goals.



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- Ability to role model and apply patient-centered medical home principles, including promoting shared decision-making with patients.
- Highly organized and detailed.
- Exercise sound judgement and decision-making; able to assess and differentiate priorities.
- Excellent interpersonal skills and ability to work with other people to get the job done.
- Excellent written and verbal communication skills.
- Able to maintain confidentiality in all aspects of information (including patient data) in accordance with center's philosophy and policy, and state and federal regulations. Must handle the most sensitive and confidential matters with the utmost discretion.
- Proficiency with computer skills (i.e. Microsoft Word, Excel, Access, and web-based applications).
- Able to learn new computer programs.

Environment:

Very busy atmosphere. Highly stressful when dealing with individual personalities of co-workers, patients, and their families. Potential for regular exposure to blood-borne diseases (Category I). Potential for rare exposure to chemical hazards (Category B).

Physical Demands:

Considerable sitting, standing, or walking. Assists in lifting and moving patients as necessary. Lifts supplies/equipment up to 20 lbs. occasionally, and/or up to 10 lbs. frequently. Considerable reaching, stooping, bending, kneeling, and crouching.

How to Apply:

If you are interested in applying, please download and print an application from our website: www.tandemhealthsc.org. Return your completed application to:

Tandem Health
Attn: Human Resources
550 S. Pike West
Sumter, SC 29150