



**Three Affiliated Tribes
Elbowoods Memorial Health Center**

1251 Elbowoods Loop
New Town, ND 58763-4400
(701) 627-4750 Fax: (701) 627-2809



Job Description

MANAGED CARE DIRECTOR

EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER

REPORTS TO: Nurse Executive DEPARTMENT: EMHC Managed Care SALARY: \$34.00 – \$49.00/per HR CLASSIFICATION: Exempt	FLSA STATUS: FT-Regular LOCATION: 1251 Elbowoods Loop OPENING DATE: CLOSING DATE:
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POSITION SUMMARY:

The Managed Care Director is under the direct supervision of the EMHC CEO. The Managed Care Director is responsible for overseeing care coordination for chronically ill and high-risk patients, ensuring continuity of care through collaboration with providers, nursing staff, and support personnel. This position includes both clinical and administrative duties, with approximately 80% of time in direct patient care and 20% in administrative responsibilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Promote timely access to appropriate care;
2. Increase utilization of preventative care;
3. Reduce emergency room utilization and hospital readmissions;
4. Increase comprehension through culturally and linguistically appropriate education;
5. Create and promote adherence to a care plan, developed in coordination with the patient, primary care provider, specialty providers (when deemed medically necessary), outside resources and family/caregiver(s);
6. Increase continuity of care by managing relationships with tertiary care providers, transitions in care, and referrals;
7. Increase patient's ability for self-management and shared decision making;
8. Work with medical providers to reconcile medication;
9. Connect patients to relevant community resources, with the goal of enhancing patient health and well-being, increasing patient satisfaction, and reducing health care costs;
10. Conduct one-on-one extended patient meetings to help facilitate a standard of care;
11. Create, plan, and implement a community-oriented health program for the clients of EMHC;
12. Serve as the contract point, advocate, and informational resource for patients, care team, family/caregiver(s), payers, and community resources;
13. Work closely with purchase referred care, benefits and medical records to ensure continuity of care for patient;
14. Knowledge of socio-cultural factors that adversely affect the health of the population served and ability to design corrective actions for the improvement of these problems (i.e., primary, secondary, prevention/community education) across the age span from childhood through adulthood;
15. Knowledge of GPRA measures and clinical reminders with appropriate screenings, documentation of results, and further referrals as deemed appropriate;
16. Assess patient's readiness for change when appropriate and provide behavioral change counseling on an individual and/or group basis across the age span;



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17. Collaborates with behavioral health to create care plans and assist and ensure patients are receiving appropriate follow-up;
18. Works closely with clinical nursing staff to ensure continuity of care;
19. Utilizes electronic health records, iCare, Vista imaging and additional electronic health records as available to provide a continuity of care and document accordingly;
20. Represents EMHC in a highly professional matter;
21. Demonstrates respect and understanding of confidentiality for patients, staff and others according to policy and HIPAA regulation;
22. Participates in EMHC staff meetings, assigned committees, community events, and other meetings as instructed or deemed necessary;
23. Actively strives to educate the community on the mission, vision and values of EMHC in a positive approach to assist in the growth of the organization and assist our community in its healthcare needs;
24. Adheres to and abides the policies and procedures of the MHA Nation and of the Elbowoods Memorial Health Center;
25. Adheres to the Mission, Vision and Values of the Elbowoods Memorial Health Center;
26. Attend training and maintain certifications as required; and
27. **Other duties as assigned.**

NOTE: The duties listed are not intended to be all-inclusive. Duties assigned to any individual employee are at the discretion of the appointing authority.

SUPERVISORY REQUIREMENTS:

- Directly supervises the Managed Care staff.

COMPETENCIES:

- **Analytical** – The individual synthesizes complex or diverse information;
- **Problem solving** – The individual identifies and resolves problems in a timely manner and gathers and analyzes information skillfully;
- **Verbal/written communication** – The individual speaks clearly and persuasively in positive or negative situations, demonstrates group presentation skills and conducts meetings;
- **Delegation** – The individual delegates work assignments, gives authority to work independently, sets expectations and monitors delegation activities;
- **Management skills** – The individual includes staff in planning, decision-making, facilitating and process improvement; makes self-available to staff; provides regular performance feedback; and develops subordinates' skills and encourages growth;
- **Quality management** – The individual looks for ways to improve and promote quality of the department and demonstrates accuracy and thoroughness;
- **Judgment** – The individual displays willingness to make decisions, exhibits sound and accurate judgment and makes timely decisions;
- **Planning/Organizing** – The individual prioritizes and plans work activities, uses time efficiently and develops realistic action plans;



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- **Safety and Security** – The individual actively promotes and personally observes safety and security procedures and uses equipment and materials properly.

KNOWLEDGE AND ABILITIES:

Knowledge

- Knowledge of the MHA Nation and Elbowoods Memorial Health Center policy and procedures of personnel administration;
- Knowledge of sound techniques in all aspects of personnel management;
- Knowledge of the organizations and operations of administrative programs.

Abilities

- Ability to develop long-term plans and programs and to evaluate work accomplishments;
- Ability to apply and adapt practices and techniques to the special requirements of senior management;
- Ability to establish and maintain effective relationships with other management staff, employees, and the public;
- Ability to present facts and recommendations effectively in oral and written form;
- Ability to be punctual, reliable, dependable and able to maintain confidentiality.

MINIMUM QUALIFICATIONS AND EDUCATION:

- Must have an associate's degree in nursing; **REQUIRED**
- Must have a current Registered Nurse (RN) license in the state of North Dakota; **REQUIRED**
- Must have excellent communication skills and pay attention to detail;
- Cognitive knowledge, skills, abilities as related to the position;
- Computer literate and basic proficiency with Microsoft Office and other database software. i.e. RPMS/EHR;
- Knowledge of principles and practices of the organization;
- Operate standard office equipment;
- Must be punctual, reliable, dependable, and able to maintain confidentiality;
- Familiarity with MHA Nation culture, values, and traditions;
- Valid Driver's License and an acceptable motor vehicle record from the North Dakota Department of Motor Vehicle; **REQUIRED**
- Must submit to a Criminal Records Background Check;
- Must submit to an Alcohol/Drug Screen and random testing as per policy.

WORKING CONDITIONS:

- The work environment and working conditions described here are representative of those that are typical of the job and must be met by an employee to successfully perform the essential functions of this job:



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- Work is performed in an office environment with varying conditions of noise level, temperature, and illumination;
- Requires eye-hand coordination and manual dexterity sufficient to operate keyboard, computer and other office equipment;
- Work situations may be stressful and require irregular hours;
- Potential exposure to blood and other hazardous material, communicable diseases, and other conditions common in a health care environment;
- Work is performed inside with exposure to unpredictable crisis situations;
- Shift work may be required;
- Extensive walking is required since interaction between all disciplines within the health care operations and management is required;
- Travel may be required to accomplish organizational goals;
- Reasonable accommodation may be provided to enable individuals with disabilities to perform the essential functions:
 - The individual is regularly required to stand; walk; use hands to handle or feel; reach with hands and arms; and talk or hear;
 - The individual is occasionally required to sit; climb or balance; and stoop, kneel, crouch, or crawl;
 - The individual must regularly lift and/or move up to 50 pounds;
 - Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus;
 - Must be alert, oriented, ability to perform with accuracy and always be self-conscious of surroundings.

Note: The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties, and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.

Preference will be given to bona fide American Indian applicants in accordance with TAT policies and Federal Indian regulations for such preference.

THE MANDAN, HIDATSA, ARIKARA TRIBES DOES NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, SEX, RELIGIOUS PREFERENCE, AGE, HANDICAP, MARITAL STATUS, POLITICAL PREFERENCE, GENETICS, OR MEMBERSHIP OR NON-MEMBERSHIP IN AN EMPLOYEE ORGANIZATION, EXCEPT AS ALLOWED BY THE INDIAN PREFERENCE PROVISION OF THE CIVIL RIGHTS ACT OF 1964, AS AMENDED AND NORTH DAKOTA HUMAN RIGHTS ACT.

PERSONS OF INDIAN ANCESTRY WHO WISH TO CLAIM INDIAN PREFERENCE SHOULD SUBMIT A COPY OF THEIR TRIBAL ENROLLMENT CERTIFICATE INDICATING THE AGENCY ENROLLED.



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All interested individuals must submit the following information:

1. Job Application
2. Diplomas/Certificates and Transcripts
3. 2 Forms of Identification: Driver License and/or State Issued ID and 1 Other
4. Indian or Veteran Preference documents (If applicable)

Submit all necessary information to ABR_MNTEMHCrecruitment@ihs.gov &
Recruitment@mhanation.com

Supervisor Signature: _____ Date: _____

Employee Signature: _____ Date: _____