

DIRECTOR OF ACCESS– ROLE DESCRIPTION

ROLE DESCRIPTION: The Director of Access is a full-time senior leader who will lead the strategic design, implementation, measurement, and continuous improvement of community-wide health care access and care coordination initiatives sponsored or supported by the Milwaukee Health Care Partnership (MHCP).

Duties

1) Primary and Specialty Care Access

- a) Oversee and continuously improve the MHCP **Specialty Access for Uninsured Program (SAUP)**, including development and accountability for program workplan, onboarding, and continuous education of personnel in participating organizations, performance measurement and reporting, identification of future strategies, and continuous process improvement, in collaboration with SAUP physician and clinical leadership.
- b) Evaluate and monitor primary care capacity and utilization for low-income, underserved populations in Milwaukee County across the health care delivery system to support member efforts to increase the availability, accessibility, and acceptability of health care programs and services.

2. Behavioral Health Access

Under the direction of the MHCP Executive Director and the MHCP Behavioral Health Steering Committee, monitor and support the development and implementation of **MHCP Behavioral Health Access** initiatives in Milwaukee County. This includes providing support for initiatives that improve inpatient and outpatient mental health capacity for adults and youth and the optimization of the mental health crisis delivery system.

3. Care Coordination

- a) Oversee and continuously improve the MHCP **Connect to Care (C2C)** Program and other cross-organizational transition care management initiatives, using supportive technologies like *MyHealthDirect*, Epic's *Care Everywhere* software, and others. For Connect to Care, the Director of Access will oversee the documentation and accountability for program standards and outcomes, the onboarding and continuous education of personnel in participating organizations, the expansion of referring and receiving organizations, including mental health, oral health, and SUD services.
- b) Provide direction and leadership to community-wide **Health Information Technology (HIT) and Health Information Exchange (HIE)** initiatives, including leveraging Epic, WIR, WISHIN, and Bamboo to improve the exchange of clinical information and care coordination, staff efficiency, and reduce the duplication of services.
- c) Oversee and continuously improve the MHCP **Housing is Health (HIH) Program** in the inpatient, emergency department, and primary care settings, including documentation of workflows, performance measurement, and developing new strategies for continuous process improvement. Additionally develops strategies for other housing access issues, including medical respite housing.
- d) Provide strategic development and leadership for the **IMPACT Connect** collaborative including assistance in developing workflows, best practices, and recruiting strategically important network members to enhance the screening for social needs in the health care setting and connection of patients to social resources.

4. Consortium Management and Support

- a) Direct evaluation of access and care coordination programs, along with the development of relevant MHCP **dashboards and reports** to provide routine updates to MHCP members and related stakeholders.
- b) Provide **strategic leadership** to MHCP, select MHCP-sponsored-and-supported committees and work teams, including the Clinical Council, Free Clinic Collaborative, and the Milwaukee Oral Health Coalition.
- c) **Build awareness and promote** MHCP access and care coordination programs to partners and local, state-wide, and national parties.
- d) Identify and seek **fund development** opportunities to support MHCP-sponsored-and-supported programs in collaboration with MHCP Organizational Advancement Director.
- e) **Administer MHCP access and care coordination program-related contracts**, including data measurement and reporting contracts, technology contracts (MyHealthDirect, WISHIN), and other subcontractors.
- f) **Participate on behalf of MHCP on other projects and committees**, including the Milwaukee County Public Health Collaborative, Milwaukee County Emergency Services Coordinating Committee, Milwaukee's Community Health Needs Assessment, and others.
- g) **Represent MHCP to internal and external stakeholders**, building awareness of health needs and promoting MHCP initiatives to members, affiliates, the media, government agencies and elected officials, and local, state, and national health care organizations and funders.

STRUCTURE AND SUPPORTS

- Contracted employee of Ascension Columbia St. Mary's (backbone organization for MHCP) for the administration of salary, benefits, and performance management system under an annual employment agreement.
- Contracted employee is accountable for own office space, computer, phone, and local transportation, and a majority of clerical support functions.
- Limited administrative assistant support provided for meeting space, meeting scheduling, accounts payable and financial administration, contract management, document generation, printing, event coordination, and communication.

QUALIFICATIONS

- Master's in health care administration, public health, or other similar degree preferred. Minimum of five to seven years of health care administration experience, preferably in a health system setting.
- Knowledge of and experience with complex project management.
- Knowledge and demonstrated experience with program evaluation or performance improvement processes and tools.
- Experience with cross-organizational, multi-sector collaboration and coordination
- Personal passion for / commitment to improving health care for low-income vulnerable populations.
- Strong interpersonal skills and management of complex relationships across all leadership levels, including experience working with physicians and healthcare administrators.
- Keen political sensitivities and judgment.
- Knowledge of Milwaukee health care market and behavioral health delivery systems.
- Knowledge of Medicaid and other public health policies and programs.
- Clinical, health care administration, or care management experience preferred.

For more information, contact Ann Christiansen, Executive Director, Milwaukee Health Care Partnership @ achristiansen@mkehcp.org. Email inquiries only.

Apply for this position at [Director of Access | MHCP](#) or through the Ascension career portal: <https://jobs.ascension.org.mcas.ms/us/en/job/1122530/Director-of-Access-Milwaukee-Health-Care-Partnership>