



WHITTAKER GROUP

Healthcare Recruiting & Executive Search



DIRECTOR CARE COORDINATION

BEAUMONT HOSPITAL, DEARBORN (MI) (642-beds)

On behalf of Beaumont Hospital, Dearborn, The Whittaker Group invites forward-thinking clinical leaders with strong finance and lean process methodology to interview for their Director, Care Coordination.

The successful candidate will be a passionate and innovative nurse leader who embraces the future of healthcare and care management. This is a high-profile career advancement opportunity for a clinical leader to provide the strategic leadership to transition the hospital into the next generation of care management.

Beaumont Hospital, Dearborn, a member of Beaumont Health, is located in Dearborn, Michigan and operates 632 beds, and has 4,373 employees, 950 physicians, and 471 volunteers. In 2017, they had 30,626 discharges, 4,312 births, 15,640 surgeries and over 88,000 ED visits. The hospital is known for clinical excellence and innovation in the fields of orthopedics, neurosciences, women's health, heart and vascular and cancer care. Their Level II trauma center has 89-beds and has been verified by the Joint Commission as a primary stroke center. Beaumont Hospital, Dearborn is a major teaching and research hospital and home to three medical residency programs in partnership with the Wayne State University of Medicine.

The Director, Care Coordination will leverage data and trends to proactively address variances and achieve strategic goals specific to the severity-adjusted length of stay, and physician and patient satisfaction with throughput and discharge process and cost per case. This leader will ensure timely and safe care progression and discharge of Beaumont patients by using best practices and innovation and collaborating with Ancillary Services, Nursing, and Ethics, Administration, and Beaumont medical staff.

Responsibilities include:

- Administrative oversight of care management operations, including utilization management, care coordination, and discharge planning.
- Leading and mentoring 63 staff, including 3 managers.
- Implementing appropriate staffing models to ensure proactive discharge planning; creating work processes that are supportive of the care management team to ensure success and create a collaborative work environment resulting in an engaged and accountable team.
- Directing and managing the department in a fiscally responsible manner in compliance with organizational and departmental policies and procedures.
- Engaging key ancillary, nursing and medical staff departments in the identification of barriers & barrier resolution to ensure efficient, effective and safe care coordination and discharge process.
- Working collaboratively with the Medical Director on activities, including Physician Advisor effectiveness, clinical documentation opportunities, identification of barriers and barrier resolution impacting throughput, physician and patient satisfaction with the discharge process, physician education.
- Coordinating and overseeing clinical and non-clinical services specific to Care Management. Ensuring the process is in place to efficiently and effectively manage all patients' length of stay, cost, and post-discharge needs.
- Collaborating and participating with Care Management Leaders Council.
- Collaborating with Appeals for managed care, risk review, and ongoing utilization evaluation.
- Building solid relationships and service level agreements with post-acute providers to ensure programs and processes are in place to meet the Beaumont patients' post-acute needs in a timely, safe and cost-effective manner.
- Leading efforts to implement best practices and innovation within hospital operations to facilitate provider satisfaction with the hospital operations specific to ease of throughput and practice and patient and family satisfaction with the discharge process.
- Developing and implementing the departmental operational business plan with specific goals, objectives, and timelines aligned with the Beaumont's strategic plan.
- Directing the development and coordination of policies and procedures that are consistent with optimal care management performance and promotes a continual state of peak performance readiness in compliance with JCAHO, Medicare regulations and industry standards.
- Monitoring and evaluating process improvement initiatives to deliver clinically appropriate, operational cost-effective services.

- Partnering with Managed Care Services to achieve at risk inpatient targets; length of stay admits/thousand, bed days/thousand, ED visits and ancillary service utilization rates.
- Coordinating with the Bed Management, Transfer Center, Patient Access, and revenue cycle areas to develop and manage programs/processes specific to hospital points of entry

Strategic leadership, financial and clinical skills are pivotal traits for this key management position.

Beaumont is looking for someone with knowledge of clinical best practice and optimal care delivery practices, training in Six Sigma, lean process methodology and PDCA.

RN licensure and a bachelor's degree in nursing, or a related field is required. A master's degree and ACM/CCM certification is preferred. A minimum of five to seven years clinical and/or operations management experience in a clinical healthcare setting is required as well as demonstrated current knowledge of care management operations, utilization management, revenue cycle operations, care facilitation and discharge planning.

Beaumont Health is Michigan's largest health care system, based on inpatient admissions & net patient revenue. Net revenue was \$4.4 billion in 2017, and Moody's Investors Service gave Beaumont an A1 rating. Beaumont Health operates eight hospitals (which are licensed for 3,429 beds), 187 outpatient facilities, and has nearly 5,000 physicians and 38,000 employees throughout southeast Michigan. In 2017, they had 175,688 discharges, 574,591 ED visits and 17,789 births.

Outpatient facilities and services include emergency and urgent care centers, medical centers, laboratories, rehabilitation centers, imaging centers, senior living/nursing homes, pharmacies, wellness/fitness centers, home care and hospice, and multi-state medical transportation.

The system website address is www.BeaumontHealth.org and Beaumont Hospital, Dearborn's is www.beaumont.org/locations/beaumont-hospital-dearborn.

For Confidential Consideration

All contacts and correspondence regarding the searches above will be kept strictly and highly confidential. For consideration please send your resume to Michelle.whittaker@whittakergroup.org and fill out a Professional Profile on our website, www.whittakergroup.org. You can find the profile form under the "Current Engagements" tab.

About The Whittaker Group Healthcare Search Consultants

The Whittaker Group Healthcare Search Consultants celebrates serving our national clientele exclusively in recruiting and executive search services for almost three decades. We recognize and respect that our clients make significant investments our services & we honor that by bringing the highest degree of responsiveness and integrity to every assignment.

We've partnered with our clients in leading all levels of engagements ranging from C-Suite, clinical, consultants, physicians to middle management. Our clients include some of the largest healthcare systems as well as specialty, rural and community hospitals, physicians/group practices, ambulatory, managed care, consulting, interim, start-ups and continuing care organizations.

Our philosophy has always been to operate on Christian principles and with the utmost of integrity in serving both our clients as well as every potential candidate. Through decades of developed expertise, networking and building relationships based on our principles, The Whittaker Group has emerged as one of the nation's premier national search firms.

For additional information on our current searches or the services that we provide, please contact Joanne Pieper, Client Services Director at Joanne.Pieper@whittakergroup.org or Michelle Whittaker-McCracken, CPC, SPHR, Managing Partner at Michelle.Whittaker@whittakergroup.org. The corporate office number is (734) 475-9300.