CARe Program Manager - Patient Disclosure Apology and Offer Program

Under the direction of the Director of Clinical Safety and Risk Management, has primary responsibility for the CARe (Communication, Apology and Resolution) Program throughout the health system. This is a grant funded program that facilitates communication and resolution with patients and families following medical injury.  This position will ensure ongoing operation of the Baystate Health program and coordinate all aspects of the program. The Program Manager will also collaborate with the Data System Administrator in developing reports and analyzing claims data for the Baystate Health captive insurance company (BHIC)

Primary responsibility for operational oversight of the CARe Program.  Plans, implements and ensures the ongoing effectiveness of CARe throughout Baystate Health. Directs and defines programmatic goals and objectives and collaborates with Risk Managers, Patient Relations and Claims Managers in achieving these goals and objectives. Continually evaluates the CARe program and assures successful application of CARe principles and objectives.

Participates in Risk Manager meetings and Patient Safety huddles in order to identify and oversee CARe cases. Follows up on investigation requests.  Monitors individual CARe cases to ensure effective and ongoing communication and resolution with Risk Managers, Claims Managers and Patient Relations to assure that cases are appropriately evaluated for early compensation and timely responses to patients and families.

Responsible for claims data entry into RiskMaster. Manages claims files to assure appropriate investigation and processing including the monitoring and management of individual patient cases. Partnering with Claims; corresponds with patients and families in regard to potential compensation and assists in financial resolution when appropriate.

Provides ongoing education to clinicians throughout the health system and assists in development and maintenance of educational tools for healthcare providers relative to CARe.  Develops and maintains programmatic tools and resources such as CARe brochures and website content.

Evaluates claims data relative to the CARe program. Participates in development of taxonomy and criteria for the CARe process. Develops databases and reports relative to CARe. Responsible for preparation, coordination and reporting of data to the BHIC board.

**Qualifications**

* Bachelor’s Degree in Business, Healthcare or Finance required Master's degree in Healthcare or Program Management preferred
* 3-5 years of administrative and or program management experience required
* Experience in healthcare, patient safety, performance improvement or health care claims management strongly preferred
* Strong analytic and problem-solving skills
* Highly proficient in current Microsoft environment, relational databases, spreadsheets, and word processing,
* Ability to organize workload and manage multiple projects within deadlines.
* Demonstrates flexibility and willingness to adapt to meet the business needs of the department.
* Strong presentation, communication and conflict resolution skills.

For more information you can contact Donna Novak at 413-794-7621 or e-mail at [donna.novak@bhs.org](mailto:donna.novak@bhs.org)

To apply on line you can go to [www.baystatehealthjobs.com](http://www.baystatehealthjobs.com) and refer to job ID # 73357