

Company Background

HealthMap Solutions is the future of specialty health management, that focuses on progressive diseases, with a particular expertise in kidney health populations. HealthMap uses clinical big data resources and high-powered analytics to power complex specialty health management programs. HealthMap Solutions is a diverse, growing company committed to our clients and our employees. We are champions for better health, for those who need us most.

Position Summary

The Clinical Operations Trainer will be responsible for the comprehensive onboarding and ongoing training programs for new and existing clinical and provider relations staff. This position will report directly to the Clinical Training Manager and collaborate with various internal teams. The Clinical Operations Trainer will closely partner with the Manager of Clinical Services, the Manager of Provider Relations, the Clinical Quality team, and other internal stakeholders, in maintaining an effective training program to ensure clinical and operational proficiency, regulatory adherence with Federal, state, CMS, and local regulations, and/or accreditation requirements through monitoring and educational activities.

Responsibilities

- Develops and conduct New Hire and ongoing trainings
- Prepares and conduct retraining as identified by audit results
- Trains to customer specific requirements
- Coordinates with external partners to conduct trainings specific to chronic kidney disease, end stage renal disease and renal replacement therapy
- Conducts systems and clinical training in support of department policy, procedure and process related to the effective management and coordination of members' medical care
- Work collaboratively with internal teams to identify training opportunities
- Develops training plans for Care Navigation and Provider Relations team members
- Develops clinical and provider relations staff mentoring program
- Assists in the creation and maintenance of a training library for topics related to renal replacement therapies, chronic kidney disease and end stage renal disease
- Generates reports to demonstrate both clinical staff and provider relations training needs and progress in addressing the identified training opportunities
- Provides new hire orientation and training, annual training, and ad hoc trainings and clinical review processes
- Assist with pre-launch testing of new products, services, and functionality
- Maintain a culture of collaboration, positivity, and motivation
- Maintain all required quality, organization, and project documentation.

- Perform other related duties as assigned

Requirements

- Bachelor's degree is required
- Active RN license is required
- 3 years of experience in developing and presenting training
- 5 years of experience with accreditation agencies, such as NCQA preferred
- 3-5 years of experience in a managed healthcare environment required
- Per our Security Policy this position is considered HY (high risk for PHI and may require additional training/screening)

Skills

- Excellent verbal, communication, negotiation, and presentation skills
- Dedicated, hardworking employee who achieves maximum efficiency and productivity
- Proven ability to manage multiple projects
- Collaborative and solution oriented
- Comfort with client facing and accreditation presentations
- Strong problem solving, analytical and strategic skills required
- Highly developed organizational skills; comfortable working under time sensitive deadlines
- Metrics driven
- Ability to manage multiple priorities
- Must be proficient in Microsoft Office: Project, Outlook, Word, Excel, PowerPoint