



Population Health Care Manager - Advanced Primary Care (CMA, LPN) – Full Time

Date: 1/13/25

Western Washington Medical Group is looking for an outstanding Advanced Primary Care Manager to join our team. This position plays a critical role in driving high quality and personalized care to patients.

Job Summary

As a Population Health Care Manager for our Advanced Primary Care program, you will work in collaboration building relationships with patients, care center staff and care management team. The APCM will be highly involved in patient engagement, and nurturing consistent, year-round patient outcomes.

Key Responsibilities

- Engage patients proactively with various forms of communication.
- Achieve and maintain high level of engagement with patient caseload, consistently meeting monthly engagement targets.
- Effectively communicate & collaborate with providers and patient care team to ensure seamless care delivery.
- Appropriately document all patient interactions, care coordination, and updates to care plans in a timely manner.
- Triage patients health concerns.
- Provide real-time visibility by monitoring and addressing patients' needs, ensuring timely response to any changes in their health status.
- Proactively intervene to help prevent negative health outcomes and promote continuous improvement.

Physical Demands

- Must be able to tolerate intermittent physical activity, including sitting, walking, standing, stooping, carrying, bending, talking and use of hands to finger, handle or feel. The degree to which any of these is done depends on the techniques being used.
- Must have sufficient freedom of total body movement in order to stand up and sit down at a workstation, be able to squat and/or stoop in order to lift at least 25 pounds. Must possess the physical traits to remain sedentary for most of the day and must be able to reach for items above shoulder height.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.



Qualifications/ Requirements

- Minimum of 2 years in healthcare or patient care management, with experience in primary care, case management, or related fields.
- Strong interpersonal skills, excellent verbal and written communication and the ability to build rapport with diverse patient population.
- Must be highly organized and have the ability to manage large caseloads.
- Strong ethical decision-making skills.
- Self-motivated to handle tasks and challenges independently.
- Knowledge of healthcare systems, patient engagement strategies and understanding of CMS compliance.
- Familiarity with healthcare management software and data systems to track patient progress, engagement and outcomes.
- Must be able to provide proof of legal authorization to work in the United States.

Licensures, Certification

- State of Washington, Medical Assistant – Certified (Current)
- State of Washington, LPN license (Current)

Benefits

- Medical, Dental, and Vision Insurance
- AD&D, LTD and Basic Life are provided for all employees
- 401(k) plan with a generous profit share and match
- Two weeks of vacation time accrued per year
- 9 Paid Holidays per year
- Sick time accrued per Washington State law
- A family friendly and people focused workplace
- The opportunity to work for the best healthcare company in Washington

Job Location: In person at WWMG's Administrative office at the Everett Marina (free parking). The work is primarily done over the phone, email, electronic medical record, analytical software and online portals, as well as occasional care center site visits.

Schedule: Full time, weekdays during regular business hours. No evenings or weekends.

Reports to: Population Health Medical Director

Salary: Hourly wage, \$24-27 per hour depending on experience, skill set and education

To Apply: please send your resume to Lgomez@wwmedgroup.com

Western Washington Medical Group is an Equal Opportunity Employer. We celebrate diversity and inclusion and welcome applications from qualified candidates, regardless of race, color, religion, sex including sexual orientation and gender identity, national origin, disability, protected veteran status or any other characteristic protected by applicable federal, state or local law.