**Sample Practice Coach Job Description**

*This document intends to outline a sample job description, including essential functions, recommended basic qualifications and additional requirements. The document is meant to be a starting point for you as you look to hire practice coaches, though you should feel free to adjust the requirements as you see fit for your internal organization’s culture.*

A **Practice Coach** is a trained individual who provides *high quality and cost effective project management, management consulting, and analytic support services* or *technical expertise* to practices and clinicians to make meaningful changes and improve patient outcomes.

**Essential Functions:**

* Establishes trust with and interfaces regularly with project leaders and team.
* Supports organization in preparing infrastructure for quality improvement implementation through activities such as advising on team-building, improving communication, facilitating meetings, and helping to develop leadership skills.
* Communicates and champions the vision for change through activities such as presenting best practices and sharing what other organizations have done. Brokers and engages resources (i.e., clinicians, health system leaders), as needed, to ensure success of improvement project.
* Helps practice team identify improvement opportunities by observing and delineating practice operations, define and align program improvement goals with practice’s improvement priorities, assess needs, and gather baseline data to produce timely and valuable results.
* Consults with and enables practitioners at each phase of improvement (i.e., setting goals, thought partnering and recommending strategies or innovations, and execution) by providing tools, trainings, guiding them through rapid-cycle tests of change, and assisting when obstacles arise.
* Aids practices in *customizing processes* to fit their own situation and incorporating the changes into their day-to-day routines for increased likelihood of sustainability.
* Designs research plans for *data gathering and analysis of baseline*, and ongoing assessment of success throughout the project; provides ongoing support to practitioners in collecting, interpreting, and communicating data, and developing action plans accordingly.
* Provides direct technical support with health information technology (HIT) implementation and development of registries and decision support systems.
* Attend all relevant PTI led trainings, including Initial Team Training, Practice Coach Training, and technical content webinar training sessions

**Basic Qualifications:**

* *Experience:* Minimum five (5) years of experience in one of the technical areas required.
* *Education*
  + Bachelor's degree in business administration, economics, health care administration, operation research, public health administration, or other related field, OR four (4) years of experience in a directly related field.
  + High School Diploma or General Education Development (GED).

**Additional Requirements:**

* Demonstrated ability to determine the key business issues and develop appropriate action plans from multidisciplinary perspectives.
* Demonstrated ability to conduct and interpret quantitative/qualitative analysis.
* Proven leadership skills in project management and consulting.
* Must exhibit efficiency, collaboration, candor, openness and results orientation.
* Demonstrate an understanding of the operations of the program, health policy trends, and any applicable regulations related to the responsible technical area.
* Familiarity with data systems, including registries.
* Ability to understand and explain data reports in different ways to different stakeholders.
* Knowledge of, and experience with, the Chronic Care Model.
* Knowledge of, and experience with, the Model for Improvement and general quality improvement methods.
* Knowledge of practice management and/or financial aspects of the practice.
* Experience with and understanding of the outpatient clinical setting.

*Preferred Qualifications:*

* Master's degree helpful but not required.