



Martin Luther King, Jr. Community Hospital

# Director – Care Management

Martin Luther King, Jr. Community Hospital  
Los Angeles, California

A Position Profile



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he impressive and shimmering new Martin Luther King, Jr. Community Hospital (MLKCH) opened in May 2015. As patients, family and other visitors wind their way up the driveway to the roundabout approaching the impressive and modern hospital entrance they are greeted by the striking sculpture, “Pieces Together”. It looks like a jigsaw puzzle piece and represents the voices of the community that helped bring the new hospital to reality.

Martin Luther King Jr. Community Hospital is a 131 bed hospital in the Willowbrook neighborhood of southern Los Angeles County, California. The new hospital cost approximately \$250 million and is on a \$650-million medical campus that includes an urgent care, outpatient center and mental health facility. The hospital offers a level of service that ensures a high quality, high tech and high touch health care experience for patients and their families regardless of citizenship status or ability to pay. Care is organized through a state-of-the-art electronic health record. In addition, MLK Community Hospital serves as a resource by supporting a coordinated and integrated approach to community wellness. Adjacent to the hospital is the very well utilized MLK Outpatient Center which opened in a new building in 2014.

MLKCH provides general acute care with an emergency department, a critical care unit, labor and delivery capabilities, radiology, and other ancillary services. MLKCH will continue to serve as a resource focusing on a coordinated and integrated approach to health and wellness for South Los Angeles and surrounding communities.



The vision of Martin Luther King Jr. Community Hospital is to be a leading model of innovative, collaborative, community healthcare. CEO, Dr. Elaine Batchlor said, “We designed this hospital from the ground up to meet the urgent health needs of our community, and we are eager to welcome them. Working with our staff, physicians and partners at the County of Los Angeles and the University of California health-care system, we are bringing compassionate, collaborative, quality care to South Los Angeles.”

The hospital serves the 1.35 million residents of south Los Angeles County, including a growing number of young families. In fact, during design and construction additional labor and delivery rooms, and more C-section rooms, were added to the facility to accommodate the growing young population in the area. In addition, the all-digital, state of the art hospital features an ED, a critical care unit, radiology and other ancillary services. Each hospital room has smart beds which track the movement of each patient. Every high-tech detail, including automated LV drips and automated blinds are dedicated to improving patient care. To further enhance patient care, the University of California, Los Angeles (UCLA) health care system will provide professional services and staffing. The medical staff includes six hospital-based physician groups.

#### The Numbers:

- 131 licensed Beds
- 93 Medical/Surgical
- 20 Intensive Care
- 18 Obstetrics

#### Other:

- 4 OR's and 2 C-Section rooms
- 21 high acuity ED beds
- 8 fast track ED rooms
- 10 Nursery Bassinets
- 12 bed Post-Anesthesia Care Unit

### **Mission:**

To provide compassionate, collaborative, quality care and improve the health of our communities

### **Vision:**

To be a leading model of innovative, collaborative community healthcare

### **Core Values:**

Caring, Collaboration, Accountability, Respect and Excellence



## Position Description



Reporting to the Chief Operating Officer/Chief Nursing Officer, the Director of Care Management has 24-hour accountability for the oversight of all activities to manage the care of the patient over the continuum of care from pre-hospitalization through discharge. These activities include admission, continued, extended and discharge reviews in all reimbursement categories to determine medical necessity, assure high quality of care and efficient utilization of available healthcare resources, facilities and services. The Director implements the Utilization Management Plan for the organization and coordinates variance reports and summaries in coordination with Quality and Performance Improvement, Risk Management, and Infection Control. This role encompasses the effective and efficient management of human, fiscal and other resources, development of staff competency through assessment and education, compliance with regulatory and professional standards and strategic planning, improvement of quality, service levels, safety, customer satisfaction and of collaborative relationships.

## Duties & Responsibilities:

- Establishes operational plans for the Department based upon the Hospital's mission and strategies.
- Develops & monitors labor, supply & capital budgets; sets staffing & resource utilization parameters daily.
- Evaluates FTE allotment and staff skill mix for long range staffing adjustments.
- Recommends program/service changes to increase efficiency & appropriate use of fiscal resources.
- Develops and prioritizes annual department budget in line with the Hospital's process, goals and targets based on projected volume/workload, expense dollars and revenue dollars.
- Develops, revises or reviews all policies and procedures. Has intimate knowledge of the Care Management Department policies and procedures and monitors staff compliance.
- Operationalizes human resource policies to include behavioral interviewing, credentials compliance, orienting, evaluating, coaching / counseling, disciplining and terminating staff.
- Implements a process to evaluate and improve staff competencies through education.
- Develops and operationalizes the Quality and Performance Improvement Plan.
- Serves as a resource person and internal consultant to department heads, medical staff, and hospital staff related to Care Management of the patient population served. Ensures age-specific and population specific awareness in patient/family care and interaction.
- Utilizes Milliman best practices to determine patient disposition. Collaborates with Hospitalists, Intensivists, Laborists and Emergency Department physicians in this process.
- Organizes & directs work flow, solves intra/inter-departmental problems that inhibit work flow & quality, motivates employees to optimal performance, and serves as a resource to staff for any issues.
- Develops and uses a system to continuously evaluate and respond to customer concerns. Assures that the Watson Model of Care is implemented by the Care Managers.
- Participates with hospital and physician leadership in decision-making. Acts as patient care liaison with the Medical Staff. Fosters multi-disciplinary integration of process improvement strategies.
- Responsible for appropriate patient placement in the ADT processes. Assigns a Care Manager to every patient in the Emergency Department and on admission to the hospital.





### Experience & Qualifications

- Minimum of two (2) years management experience required overseeing hospital-based care management unit and a minimum of five (5) years of care management experience preferred.
- Bilingual language skills preferred (Spanish)

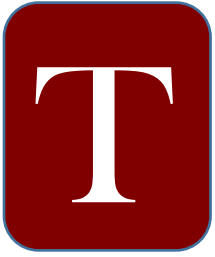
### Education

- Current California Nursing license or LCSW required.
- Certification in Case Management preferred.
- Bachelor of Science degree
- Master's in Nursing, Business or related health field required (individuals without a Master's will be required to complete the degree within 2 years of their hire date).





## Los Angeles, California



The Director - Care Management will be located in Los Angeles, California.

### **Los Angeles, California**

Nicknamed the “*City of Angels*”, Los Angeles has something for everyone. Whether you are looking for the newest designer couture or the best place to eat fish tacos while soaking in the SoCal sun. Los Angeles is a city of endless entertainment.



It would take several lifetimes to experience all the activities that Los Angeles offers. There are world famous theme parks like Universal Studios Hollywood, Six Flags Magic Mountain and Disneyland, while studios like Universal, Warner Brothers, Paramount Pictures and Sony Pictures offer the ultimate film and TV fan experience. Attractions like the USS Iowa and the Ronald Reagan Presidential Library offer something for the entire family. Shop at retail meccas like The Grove and the Beverly Center, or browse eclectic shopping neighborhoods and bargain outlets. Recreational activities include spectacular beaches and hundreds of miles of hiking and biking trails, or decompress at one of L.A.’s top spas.

L.A. has more museums and theaters than any U.S. city, and a thriving music and gallery scene. An LA Philharmonic performance at Walt Disney Concert Hall is a must-see, as well as an outdoor concert at the Hollywood Bowl and shows at other famous music venues. L.A.’s world class museums include the stunning Getty Center in Brentwood and Los Angeles County Museum of Art (LACMA) on Museum Row. Monthly art walks take place throughout the city, including popular events in Downtown L.A. and Venice Beach. And of course, when it comes to film and television, Los Angeles is the entertainment capital of the world.

For more information on Los Angeles, California, please visit: <http://www.lacity.com>



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This Position Specification is intended to provide information about **MLKCH** and the opportunity for:  
**Director of Care Management.**  
It is designed to assist qualified individuals in determining their level of interest.