
MAIMONIDES MEDICAL CENTER, Brooklyn, NY
Network Support Associate
Maimonides Central Services Organization (CSO)

Background – Maimonides Medical Center / Community Care of Brooklyn PPS

Maimonides Medical Center is Brooklyn’s premier specialty care teaching hospital. MMC pioneers medical breakthroughs, boasts state-of-the-art clinical and information technology, regularly wins awards from independent evaluators for the quality of the care it provides and is the largest teaching hospital in Brooklyn. Maimonides Medical Center values compassionate, patient-centered care and focuses on employee participation and development.

Maimonides Medical Center is the designated leader for a Performing Provider System (PPS) in the NYS Delivery System Reform Incentive Payment (DSRIP) program. Known as Community Care of Brooklyn (CCB), the PPS is a network of health care providers and social service organizations working together to achieve targeted improvements in population health and the reduction in avoidable hospital use. Community Care of Brooklyn integrates hospitals, Federally Qualified Health Centers, ambulatory care centers, Health Homes and their associated provider networks, long term care providers, as well as both hospital-based and community physicians. Maimonides has formed the Central Services Organization (CSO) to manage the DSRIP project, the Brooklyn Health Home and other population health initiatives.

Overview –Network Support Associate

Reporting to the Network Support Manager, the Network Support Associate has responsibility for providing support to CCB’s DSRIP Participant network across multiple channels (phone, email, web, etc.) The Network Support Associate works closely with the CSO’s program design and implementation teams to understand program requirements, implementation progress and emerging issues as they may impact support requests and the strategy for follow up to those requests, and to understand escalation points within the CSO to ensure the availability of enhanced support. The Network Support Associate helps to solicit timely and complete responses from Participants to contract proposals, requests for information, and reporting requirements. The Network Support Associate participates in the review of actual vs. targeted levels of performance in support of ongoing process improvement initiatives.

Specific Responsibilities

The specific responsibilities of the Network Support Associate for the Maimonides CSO include the following.

1. Manage support requests from CCB’s Participant organizations to ensure timely, accurate, and professional response, escalating for assistance and input from appropriate program and operations team members as needed.
2. Ensure timely and complete documentation of support tickets/cases and outreach efforts in CCB’s Salesforce infrastructure.
3. Develop and maintain a current understanding of CCB’s DSRIP projects, their implementation progress, and anticipated/emerging support needs.

4. Solicit timely and complete responses to information requests, monthly reports, and contracts; execute required follow-up through appropriate communication channels.
5. Provide support in connection with the development and presentation of materials and reports for key CCB governance committees, as appropriate.

Qualifications

- **Education:** Bachelor's degree required
- **Experience:** experience in health care, ideally in a support role interacting directly with providers and/or community based organizations; experience with helpdesk/tracking systems and support workflows; familiarity with principals and methods for continual process improvement. Experience working in Salesforce a plus.
- **Other:** creative problem solver; strong written and verbal communications skills; strong customer service aptitude and interpersonal skills; interest in and commitment to a collaborative, team-based approach to management.

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