

GRHHN Spotlight:

Liz Jones, Senior Manager of Operations



Liz Jones began her work with GRHHN as a Program Manager and then went on to become the Quality Assurance Manager. Today, she's the Senior Manager of GRHHN Operations.

Liz's meteoric rise is a testament to her organizational skills and varied healthcare background. As part of her role at GRHHN, Liz oversees operations, quality and the intake team. She maintains the important relationships GRHHN has with Managed Care Organizations (MCOs) as well as Care Management Agencies (CMAs) throughout the Rochester area.

As a lead health home, GRHHN plays a vital role in the oversight of quality, including looking at CMA performance and how our local agencies compare to others around the state. Documentation standards, chart reviews, updating policies and assuring care management agencies have the required trainings and tools are also part of Liz's role at GRHHN.

"Last year we rolled out new dashboards for the CMAs that provide a wealth of good, useful tools," Liz explained. The new dashboards are one component of a devotion to customer service, according to Liz.

"We're committed to providing the highest level of customer service to the CMA network and continuing to build the trust and relationships we've made. Whether it's training and support, to responding to phone calls and providing the needed follow up, we've assembled a great group of people at GRHHN working hard to provide the best experience possible for our members," Liz said.

Liz spent 20 years as a Licensed Practical Nurse working on clinical floors in the Rochester area. She then worked at MVP Health Care in a variety of roles including as part of the provider engagement team and working on value-based care contracts.

"I really learned the importance of clients getting the care they need while at MVP, and I've carried all those experiences over to my role here at GRHHN," Liz said.

Liz and her husband have a blended family of five children and two amazing grandchildren.

To reach Liz Jones, call 585-239-9317 or email her at Liz_Jones@flpps.org