

POSITION DESCRIPTION

POSITION TITLE: Manager of Performance Improvement **REVISED:** November 12, 2015

JOB STATUS: Exempt **REVIEWED BY:** _____

REPORTS TO: Director of Quality and Performance Improvement **APPROVED BY:** _____

POSITION PURPOSE

Under the direction of the Director of Quality and Performance Improvement (QI/PI), the Manager of Performance Improvement is responsible for key initiatives within the QI/PI Department:

1. The Partnership Improvement Academy and its associated programs;
2. Strategic, organization-wide improvement initiatives;
3. Focused quality improvement projects;
4. Internal (PHC staff/departments) quality improvement consultation and training.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Oversee the Partnership Improvement Academy and associated programs:

- In partnership with department director and performance improvement staff, determine vision and goals of Academy and its various programs.
- Oversee the portfolio of work and ensure appropriate timelines, staffing, and resources.
- Provide input and guidance to project managers and coordinators on program goals, standards, infrastructure, recruitment, curriculum, faculty, sequencing, and evaluation.
- Build Academy programming, staffing, and resources to better meet the needs of PHC's provider network.
- Develop Academy infrastructure, including website and newsletter presence, coaching standards and expectations, event planning tools, participant intra-net sites, program dashboards, etc.

Manage portfolio of improvement projects. These include large-scale, organization and network-wide initiatives, as well as more targeted/focused interventions.

- Work with project sponsor, project manager, and improvement team to determine scope, aim, measurement set, and change development/implementation.
- Ensure appropriate timelines, staffing, and resources across project portfolio.
- Provide guidance on improvement methodology and its application to each project.
- Create and manage mechanism for prioritizing and monitoring progress across project portfolio.

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- Collaborate closely with Manager of Analytics and analytics team to create robust measurement and data analytics plan across projects.
- Collaborate with HEDIS Manager on HEDIS-related interventions. These interventions will be led by the HEDIS Manager, but the Manager of Performance Improvement should understand how they fit into the larger portfolio of improvement projects and function as an Improvement Advisor (directly or via a delegate IA) as needed.
- Maintain robust communication with stakeholders throughout projects, from inception to conclusion.

Oversee internal (within PHC) Quality Improvement training and consultation:

- In partnership with department director and performance improvement staff, determine vision and goals of internal improvement work.
- Ensure staffing and resources to support internal improvement goals.
- Lead Performance Improvement team to create and implement training curriculum focused on building improvement capacity across PHC departments.
- Ensure all QI department staff have proficient improvement knowledge and capabilities.
- Provide improvement advisement on department-specific improvement projects.
- Create and manage monitoring and communication plan for internal quality improvement work.

Other performance improvement leadership:

- Serve as QI methods trainer and improvement advisor to provider practices participating in Academy programs and to internal improvement teams.
- Advise staff across department on development and execution of quality improvement projects.
- Stay informed on key developments in the quality improvement field that impact our provider network, including patient-centered medical home certification criteria, meaningful use, primary care transformation best practices, and quality reporting requirements.

Lead a high performing team:

- Hire, train, coach, support, and directly supervise performance improvement staff. As Performance Improvement portfolio of work increases, determine staffing needs and advocate for additional staff as required.
- Support development of direct reports and other department staff by establishing clear goals, expectations, and metrics on all projects.

Serve as member of QI Department and Health Services Management Teams:

- Support QI Department Director in budget management, staffing decisions, and strategic and operational planning.
- Collaborate with department director and QI management team to ensure alignment of efforts across the department. Help develop and manage communication feedback loops so work from other areas (i.e. QIP programs, HEDIS, analytics, regional offices) informs Performance Improvement priorities and vice versa.
- Collaborate extensively with QI staff in Redding office to foster alignment and cohesion across PI activities in both regions.
- Attend Health Services Management Team meetings and stay informed of critical work across Health Services department. Advise of Health Services department strategy and continually assess and adjust operational plan of Performance Improvement team to support this larger strategy.
- Work with other directors and managers across the QI department and PHC as a whole on data and measurement related activities, including the Quality Improvement Program,

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PHC Stars Dashboard, provider reporting tools, and internal dashboards and program evaluations.

SECONDARY DUTIES AND RESPONSIBILITIES

- Accept other responsibilities as determined by needs of the QI Department.

HIRING CRITERIA

Education and Experience

Bachelor's degree is required; Master's degree in healthcare or public health is strongly preferred. Minimum of two (2) years of management in a medium to large size organization. Experience should include managing multifaceted quality and performance improvement projects. Practice coaching, program design, and project management experience is desired. Experience working in primary care, safety-net clinics, and/or with vulnerable populations is desired. Special knowledge of primary care transformation tactics, such as building blocks, panel management, team-based care, access improvement, etc. is desired.

Special Skills, Licenses and Certifications

Ability to lead and motivate teams and motivate superior performance and the professional development of department staff. In depth knowledge of improvement methodologies such as the Model for Improvement, Lean, or Six Sigma. Advanced data analytic skills. Knowledge of healthcare quality data. Understanding of improvement measurement and analysis using run charts (trending data over time), and making decisions based on these data. Valid California driver's license and proof of current automobile insurance compliant with PHC policy are required to operate a vehicle and travel for company business.

Performance Based Competencies

Strong written and oral communication skills. Excellent interpersonal skills to communicate with PHC provider network and different PHC departments. Ability to teach and coach diverse healthcare staff on quality improvement and practice transformation. Ability to lead interactive, skills-based training. Skills at facilitation, consensus building, and identification of concrete action steps.

Work Environment And Physical Demands

More than 50% of work time is spent in front of a computer monitor. When necessary, the ability to lift, carry, or move manuals and reports, weighing up to 25 lbs. Must be able to work in a fast paced environment and maintain courtesy and composure when dealing with internal and external customers. Ability to function effectively with frequent interruptions and direction from multiple team members.

All HealthPlan employees are expected to:

- Provide the highest possible level of service to clients;
- Promote teamwork and cooperative effort among employees;
- Maintain safe practices; and
- Abide by the HealthPlan's policies and procedures, as they may from time to time be updated.

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IMPORTANT DISCLAIMER NOTICE

The job duties, elements, responsibilities, skills, functions, experience, educational factors and the requirements and conditions listed in this job description are representative only and not exhaustive of the tasks that an employee may be required to perform. The employer reserves the right to revise this job description at any time and to require employees to perform other tasks as circumstances or conditions of its business, competitive considerations, or work environment change.