

Job Description

Job Title	Performance Improvement Specialist, Population Health		
Reports to	Director, Performance Improvement, Population Health North Carolina Healthcare Foundation (NCHF)		
Effective Date	September 1, 2021	Manager of People	No
FLSA Status	Exempt	EEOC Class	2

ABOUT NCHA

NCHA is a statewide trade association representing more than 130 hospitals providing acute care, ambulatory care, sub-acute care, rehabilitative, home health and hospice services, behavioral health services, state psychiatric inpatient services and veterans' services. The association promotes and supports our members and associated partners by advocating for sound public policy, advancing collaborative partnerships, and accelerating innovation to improve the health of the communities where we live and work. NCHA achieves this work by leverage the scope and scale associated with a \$17+ million-dollar organization, which is funded by members' dues, grants, and shared service.

The NC Healthcare Foundation (NCHF) is the 501(c)(3) affiliate of the NC Healthcare Association. Established in 1961, the Foundation supports the Association's work in quality improvement, community health, rural healthcare, and education.

PURPOSE

NCHF, through the AccessHealth NC grant program, supports 18 community-based networks of care that provide access to coordinated primary and specialty healthcare services for low-income and uninsured patients. Networks are composed of a broad range of healthcare providers and other health-related resources working in collaboration to leverage resources and align services. An additional 12 networks are supported by the South Carolina Hospital Association and in close alignment with the NC program.

This position serves as a key function on the NC program team by providing technical assistance, coaching, and facilitated learning opportunities in support of community-based health improvement efforts across North Carolina.

The position is grant-funded and contingent on continued availability of funding.

RESPONSIBILITIES

- Provide performance improvement and implementation assistance to AccessHealth network directors through scheduled and ad hoc site visits and virtual support (coaching calls, etc.).
- Work directly with AccessHealth networks and their partners (inclusive of health systems) to encourage and create appropriate strategies that address identified community health improvement needs in alignment with program goals.
- Work directly with AccessHealth networks to develop and monitor annual action plans, aligning with identified program goals and expectations.
- Develop program workplans and timelines with measurable goals, monitor deliverable completion, and facilitate any necessary changes to the plan.

- Coordinate program communication and manage program documentation in collaboration with NCHF state implementation team, including, principally, the Director of Performance Improvement Population Health, funders, and interstate partners.
- Establish a highly collaborative environment in which all program stakeholders are encouraged to engage in program objectives and identify and share best practices among programs and across states.
- Assist with data collection and overall program evaluation efforts, including communicating timelines and reviewing data entry and completion.
- Actively support relationship development among AccessHealth networks and other key partners, including aligning with other relevant initiatives (hospitals, public health departments, independent providers, social services, local non-profits, healthcare coalitions, state agencies, funders, corporate partners, Community Health Needs Assessments, etc.) to avoid duplication and pool resources.
- Lead the planning and execution of two, annual statewide collaborative learning meetings and informational webinars.
- Review grant applications, progress reports, final reports, budgets, and program data entry, per funder requirements, to ensure accuracy and completeness.
- Assist with development of program reports for funders and NCHF.
- Present on program activities to internal and external stakeholders.
- Coordinate work, when applicable, with South Carolina Hospital Association technical assistance team.
- Perform other tasks and duties as may be identified as NCHF's implementation work expands.

MISSION/VISION/VALUES

- Support the vision shared by the NCHA and NCHF for “a North Carolina where high-quality healthcare is equitable and accessible for all.”
- Advance the mission of NCHF “to foster and accelerate the collective impact of hospitals, health systems, and community partners to improve the health of North Carolinians.”
- Embrace the NCHA mission to “improve the health of the communities where we live and work by advocating for sound public policy and collaborative partnerships.”
- Demonstrate the association's core values in all relationships, at all times. Respect. Integrity. Teamwork. Accountability. Perseverance.

INTERNAL RELATIONSHIPS

- Work principally with the NCHF NC Programs, State Director and report to the Director of Performance Improvement, Population Health within the NCHF State Implementation Team.
- Serve on the NC Healthcare Foundation team to align strategic objectives with funder interests.
- Work with entire NCHF and NCHA teams for cross program collaboration.

EXTERNAL RELATIONSHIPS

- Work closely with community organizations – principally AccessHealth networks - and their local stakeholders and health system leaders.
- Collaborate with counterparts within the South Carolina Hospital Association.
- Support open dialogue with program funders (The Duke Endowment and others).
- Serve as a NCHF representative with both community partners and health system members.

EDUCATION AND EXPERIENCE

- Bachelor's degree required.
- Minimum two (2) years of experience facilitating performance improvement and coaching that involves developing and implementing action plans.
- Extensive understanding of program design and management.

- History of working with hospitals and/or other community healthcare providers and organizations.
- Experience in grant-funded or non-profit work preferred.
- An equivalent combination of education, training, and experience may be considered.

KNOWLEDGE, SKILLS AND ABILITIES

- Excellent interpersonal, communication, writing, and collaboration skills.
- Demonstrated skills in performance improvement, change management, and project management.
- Demonstrated skills in facilitation and coaching.
- Strong analytic, critical thinking and problem-solving skills. Ability to identify data-driven solutions.
- Ability to build consensus, commitment, and momentum among large groups of diverse, multi-sector stakeholders.
- Ability to establish and maintain effective working relationships with colleagues, managers, members, and partners.
- Ability to manage and organize time effectively.
- Ability to work independently and take initiative to meet program goals.
- Knowledge and proficiency in computer skills such as word processing, presentations, spreadsheets, project management software, and data analytics (e.g., MS Excel, MS PowerPoint, and MS Word). Experience working with Salesforce platform would be preferred.
- Experience and proficiency managing virtual platforms (e.g., GoToMeeting, WebEx, Zoom)

WORK ENVIRONMENT AND PHYSICAL DEMANDS

- Requires frequent in-state travel for on-site visits with program partners across the state.
- Use a computer throughout the workday; laptop will be provided for remote work.

COVID-19 VACCINATION POLICY AND PROCEDURE

- Newly hired NCHA staff will be expected to achieve policy compliance within the first six weeks of NCHA employment.
- NCHA staff may receive the vaccine from any vaccine provider.
- NCHA staff must provide documentation of vaccination to the Director of Human Resources.
- Acceptable proof of vaccination is a document (CDC COVID Vaccination Record Card) by the professional who administered the vaccine which is a World Health Organization (WHO) approved COVID-19 vaccination dosage series or have received the single dose J&J vaccine.
- Vaccination exemptions may be granted for documented medical contraindications/circumstances and religious beliefs

NCHF is committed to building a culturally diverse workforce. Candidates who will contribute to the diversity and excellence of the organization are encouraged to apply. To apply, please send a cover letter and resume to HR@ncha.org.

North Carolina Healthcare Association is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, religion, age, sex, national origin, veteran status, disability, sexual orientation, or other protected status.