



Job Description

Job Title	Senior Program Manager, Clinical Implementation		
Reports to	Executive Director of Innovation, NCHA Deputy Director, CaroNova		
Effective Date	January 1, 2023	Manager of People	Yes
FLSA Status	Exempt	EEOC Class	2

ABOUT THE NORTH CAROLINA HEALTHCARE ASSOCIATION AND FOUNDATION

The North Carolina Healthcare Association (NCHA) is a state-wide trade association representing more than 130 hospitals providing acute care, ambulatory care, sub-acute care, rehabilitative, and other healthcare 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 leveraging the scope and scale associated with a \$20+ million-dollar organization, which is funded by members' dues, grants, and shared services.

The North Carolina Healthcare Foundation (NCHF) is the 501(c)(3) affiliate of NCHA. NCHF supports the Association's work in quality improvement, patient safety, behavioral health, and rural health care.

PURPOSE

The Senior Program Manager, Clinical Implementation is responsible for executing the strategic priorities and goals of the Equity in Care Delivery grant as set by the NCHA Equity Committee and the NCHF. The Senior Program Manager, Clinical Implementation has a commitment to and experience in advancing health equity while using deep knowledge of clinical and operational healthcare workflows to provide guidance and recommendations to NCHA member hospitals and health systems.

This position works closely with the NCHA Executive Director of Innovation, NCHF VP, as well as the NCHF President and is responsible for facilitating the design and implementation of care delivery improvement strategies for all Equity in Care Delivery initiatives.

This position is grant funded and will be reviewed annually based on funding availability.

RESPONSIBILITIES

Program Leadership 60%

- Coordinates the development and leads the implementation of hospital and health system health equity in care delivery knowledge products, tools, and processes related to Equity in Care Delivery.
- Orchestrates the execution of key tasks and initiatives as determined by the NCHA Equity Committee and developed by NCHF. The NCHA Equity Committee is charged to identify and

recommend initiatives, data, and partnerships that will eliminate structural racism among North Carolina's healthcare institutions.

- Ensures quality improvement and data efforts are in alignment and progressing toward determined Equity in Care Delivery Goals. Maintain and advance all programs and services offered by NCHA member hospitals related to Health Equity, developing a broad and deep knowledge of all programs
- Monitor assigned scope and determined blind spots, opportunities, and readiness for advancement to the next phase
- Oversee the creation and maintenance of the necessary systems, processes, and tools to support the facilitation, collection, and sharing of knowledge that is generated by the programs, including standardized technical assistance plans for each quality improvement effort
- Lead all phases of design, testing, and implementation to help modify project scope, identify, and troubleshoot problems with implementation or efficiency, and determine how well the new implementations are working after the project is complete.

Relationship Management 25%

- Evaluates member needs and develops solutions and implementation plans that support their workload and workflow.
- Ensure NCHA members can effectively use the tools and developed processes to maximize their productivity and long-term success. Engage state leads to identify implementation partners to help confirm assumptions, problems, and solutions for each intervention
- Promotes collaboration and shared learning between hospitals and health systems.

Organizational Leadership & Supervision 15%

- Manage equity staff in the development, rollout, coordination, and timely implementation of Equity in Care Delivery priorities and activities
- Provide direct supervision to Program Manager, Health Equity
- Provide leadership ensuring inter-team communication and cohesiveness, sustaining culture, and supporting staff during organizational growth
- Provide direct and indirect supervision and coaching to assigned project managers and support staff
- Represent the NCHA and NCHF publicly across the state and nationally to advance organizational position and reputation
- Enhance and support implement organizational vision as established in the NCHA & NCHF Strategic Plan
- Clearly and effectively present information to NCHA Equity Committee, BCBS Foundation, and other relevant stakeholders
- Perform other tasks and duties as assigned.

MISSION/VISION/VALUES

- 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.
- Support the vision for A North Carolina where high-quality healthcare is equitable and accessible for all.
- Demonstrate the association's core values in all relationships, at all times. Respect. Integrity. Teamwork. Accountability. Perseverance.

INTERNAL RELATIONSHIPS

- Collaborates with Director of Patient Safety & Quality Improvement, program leads, evaluation and data teams members, internal subject matter experts, and other NCHA, NCHF, and Blue Cross Blue Shield of NC Foundation staff.
- Coordinates work with support staff as needed on project logistics.

EXTERNAL RELATIONSHIPS

- Develops and maintains good working relationships with health systems, healthcare providers, community organizations, and funding partners.
- Maintains communication and coordinates project deliverables with external partners such as the NC & SC state agencies, community-based organizations, local governments, and other philanthropies.
- Provides support and assistance to program stakeholders under the direction of assigned project leads.

EDUCATION AND EXPERIENCE

- Advanced or clinical degree with at least 5 years' experience in clinical workflow experience preferred. Bachelor's degree in a related field required.
- Experience leading quality improvement and patient safety initiatives within a clinical setting.
- Past success working with hospital and clinical leaders with the ability to cultivate existing member relationships
- An equivalent combination of education, training, and experience may be considered

KNOWLEDGE, SKILLS AND ABILITIES

- Strong command of performance improvement methodologies and tools to address healthcare quality and safety issues. Demonstrated success developing and evaluating program models, and selecting and successfully operationalizing innovative programs
- Strong project management skills managing complex, multifaceted projects resulting in measurable successes and program growth
- Experience having worked with a high-performance, collaborative, constructive peer group
- Strength in hiring, recruiting, managing, developing, coaching, and retaining individuals and teams, empowering them to elevate their levels of responsibility, span-of-control, and performance
- Demonstrated results in managing through complex systems and proven experience negotiating win-win agreements
- Strong tactical and long-range planning skills
- Strong organizational, planning, and time management skills
- Knowledge of evaluation methodologies
- Advanced knowledge and proficiency in MS Excel, MS PowerPoint, WordPress and MS Word
- Service-oriented
- Excellent written and oral communication skills

WORK ENVIRONMENT AND PHYSICAL DEMANDS

- Work performed mostly in an office or home office environment. Position can be based anywhere in North Carolina
- Use a computer throughout the workday.
- Some travel throughout North Carolina including periodic meetings held at NCHA headquarters.

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.