

Senior Director for Clinical Quality Improvement

Organization: NICHQ is a dynamic non-profit organization dedicated exclusively to improving the quality of health care for children. A national organization with a strong reputation and track record of accomplishment, NICHQ is based in Boston, Massachusetts with additional contract staff located across the US. NICHQ is a fast-paced, collaborative environment with an ambitious mission.

Job Objective: The Senior Director of Clinical Quality Improvement is responsible for providing organizational and programmatic leadership and expertise in the science and methods of quality improvement as it relates to children's health care. The Director will be responsible for leading projects and R&D initiatives; providing consultation, mentoring and advice to other projects; and leading or actively engaging in business development opportunities. This leader will also represent the organization externally as a clinician expert in pediatric quality improvement and be an active part of the NICHQ leadership team.

Relationships and Roles: Reports to the CEO

Location: Boston, MA, with travel up to 40% of time for program activities and client meetings

Key Job Responsibilities

- Provide **QI expertise** for assigned projects
 - Lead work to **develop the theory of change** (e.g., driver diagrams, change package), **measurement strategy** (defining measures and specifying means of collection and reporting), and creating **tools** to support projects as appropriate
 - Provide **coaching about improvement** to participating teams and organizations via learning sessions, conference calls, list serves, and email as necessary to achieve project goals
 - Lead and consult to projects on **evaluation, implementation, and spread strategies** in accordance with QI principles; assist teams with data interpretation
 - Undertake training and support for internal staff and NICHQ organizational development/quality improvement initiatives
- Together with the CEO, provide **clinical leadership** for assigned projects
 - Provide a bridge between subject matter (child health) and quality improvement experts bringing both clinical knowledge and the clinician perspective
 - Oversee the recruitment, support and retention of clinical faculty for NICHQ projects and programs
 - **Convene, chair, and facilitate** small and large expert groups
- Identify and develop **business and project opportunities**
 - Help identify new topics and areas for programmatic activity
 - Establish and build relationships with individuals and organizations that can provide support for programs

- Lead or assist with proposal development to secure NICHQ contracts and grants with health care systems, government, foundations, quality improvement organizations and other health-related institutions
- Manage **funder relationships**, as appropriate
- Act as an internal consultant on clinical and quality improvement for staff and project teams
- **Write** summary reports, white papers, and articles summarizing projects and findings
- Build or strengthen NICHQ's **external relationships** with sister organizations, clients and leaders in the field
- As a member of the executive team, participate in business development, organizational improvement, strategic and business planning as appropriate

Qualifications

- RN, MD or equivalent degree with child health experience
- Masters degree in relevant field (health services research, statistics, operations research, industrial engineering) strongly preferred
- Minimum 3-5 years previous experience leading and teaching quality improvement and measurement in healthcare settings with knowledge of the Model for Improvement, the Care Model, Breakthrough Series, and health systems design; expertise in additional approaches to improvement (e.g., “lean”) and health information technology a plus
- Demonstrated leadership and management skills—supervision, priority setting, planning, finance
- Experience mentoring or teaching and leading team-based projects
- Excellent presentation, facilitation and communication skills as related to healthcare quality related topics
- Enjoys and excels in working in multidisciplinary, team-based settings
- Intangibles –good communicator, team player, flexible, system thinker

Salary and Benefits

Commensurate with qualifications and experience. Excellent benefit package, including health, short and long term disability and other benefits.

NICHQ is an Equal Employment Opportunity employer.