

POSITION DESCRIPTION

Last updated:	September 13, 2019
Position Title:	Director, Service Delivery Improvement
Supervisor:	Vice President, Service Delivery Improvement
Status:	Exempt; full-time

SUMMARY

Advance NFPRHA's Service Delivery Improvement work in the area of operational support and practice transformation. Support NFPRHA members on issues related to quality, efficiency, service integration, program and risk management and monitoring regarding family planning service delivery, health reform, health center structure and financing, as well as a broad range of family planning and sexual health issues important to the public health safety net. Analyze and document practices, develop resources, provide on-site and remote trainings, and provide case management and referral on topics in this portfolio.

KEY RESPONSIBILITIES

- Provides technical support and advice to NFPRHA members and other stakeholders.
- Develops and disseminates best practices through NFPRHA and partner publications, conferences and webinars.
- Analyzes federal regulations, program guidelines and professional recommendations; prepares comments on the impact of regulations, guidelines and recommendations on family planning services and systems and develops compliant implementation strategies.
- Stays abreast of developments and best practices in service delivery including clinical and program guidelines and risk management strategies.
- Stays abreast of developments in health insurance coverage, health care financing and service delivery and participates in professional organizations and meetings to understand and, as appropriate, incorporate new information and approaches into work.
- Assists NFPRHA members, and provides case management, on a range of service delivery improvement issues including program audits and reviews.
- Represents NFPRHA in provider/professional association groups; family planning and reproductive health coalitions; and prevention coalitions.
- Enhances NFPRHA's presence and profile in DC and nationally.
- Manages consultant work on projects within assigned portfolio.
- Develops, markets, and delivers on-site and remote trainings. Coordinates and manages logistics, in conjunction with NFPRHA staff, for meetings and trainings associated with their portfolio.
- Contributes to NFPRHA publications as needed, including a weekly newsletter and maintenance of website content related to portfolio.

- Performs other duties as assigned.

POSITION-SPECIFIC RESPONSIBILITIES

- Provides guidance on practice transformation and best practices in support of health center operations.
- Develops policies and procedures related to service delivery improvement consistent with clinical and program guidelines.
- Provides guidance on the development of metrics and performance targets that assess quality and compliance with the QFP and other program requirements.
- Develops tools that utilize quality assurance and quality improvement evaluation methodologies for measurement of implementation and compliance.
- Analyzes data to determine trends and identifies issues/policies that have the potential to impact the clinical outcomes and/or delivery of quality healthcare.
- Documents and analyzes health care delivery trends and practices for an assigned portfolio relevant to NFPRHA membership, with a focus on improving service delivery in the safety net family planning setting.
- Serves on OPA/CDC committees and Expert Work Groups.

EDUCATION AND EXPERIENCE

- BA or Master's degree in public health, health care administration, nursing or related field required, or equivalent experience
- 10 years successful track record of health care delivery and operational support with a focus on operational support in a Title X grantee or family planning service setting with direct experience:
 - Providing direct technical assistance to family planning service sites using quality and performance improvement strategies to support organizational change to meet family planning, HIV and STD program priorities and objectives
 - Researching and drafting grantee level policies and procedure manuals and presenting and obtaining required approval from Medical Committees and operational stakeholders prior to implementation.
 - Developing policies and procedures for distribution to family planning service settings in support of clinical initiatives and operational priorities.
 - Analyzing program data from multiple sources including EHR systems and registries to develop performance improvement plans, supporting and monitoring implementation using a continuous improvement approach.
 - Demonstrated experience implementing population health and practice transformation strategies and evaluation of care initiatives.
 - Experience working with primary care to improve HEDIS measures across Medicaid and other third-party payers.

SKILLS AND ATTRIBUTES

- Proven ability to communicate persuasively and translate complex data and concepts into action-oriented information.
- Excellent problem-solving skills including identifying and recommending solutions.
- Excellent oral and written communications skills.

- Ability to work well in a team environment and independently to achieve common objectives.
- Ability to exercise sound judgment and make timely decisions.
- Ability to work with multiple priorities and deadlines.
- Demonstrated ability to meet deadlines and manage changing priorities.
- Demonstrated strategic thinking and analytical ability.
- Strong commitment to NFPRHA's mission of supporting family planning & reproductive health organizations.

SPECIAL CONSIDERATIONS

- Willingness and ability to travel to meet project/program requirements.

HOW TO APPLY

Submit a cover letter to hr@nfprha.org: please include "Director, Service Delivery Improvement" in the subject line. No phone calls.