

Primary Care Development Corporation
Position Announcement
Deputy Managing Director – Performance Improvement
Population Health Management

Primary Care Development Corporation (PCDC): Catalyzing Excellence in Primary Care

Quality primary care is transformative and a cornerstone of healthy, thriving communities. PCDC, a nationally recognized 501(c)(3) nonprofit organization and community development finance institution, catalyzes excellence in primary care through strategic community investment, capacity building, and policy initiatives to achieve health equity. PCDC helps primary care practices improve delivery of care by providing affordable capital as well as a variety of training and technical assistance services. Since its founding in 1993, PCDC has assisted over 1,000 practices in 40 states, and has leveraged more than \$1 billion to improve care in low-income communities.

PCDC's Performance Improvement Practice partners with health care organizations, helping them understand their challenges, develop customized plans for change, define and achieve measurable outcomes and create lasting and sustainable impact for their organizations and those they serve. Some of our areas of expertise include:

- **Primary Care Services Integration**
- **Primary Care Practice Operations**
- **HIV Prevention Capacity Building**
- **Population Health Management**

PCDC's team offers individualized coaching, facilitates learning collaboratives, provides consulting, leads quality improvement projects, develops curriculum and delivers training programs designed for our client's needs. Our team works with health care organizations, including federally qualified health centers, community health centers, hospital clinics, private practices, specialty practices, and care teams team to implement strategies, processes, and workflows to provide patient-centered care that is person-focused, continuous, comprehensive, and coordinated. Our goal is to transform primary care organizations by building their capacity to integrate these key services and activities, so that they are better able to provide high quality care, thereby improving the health of their population, and reducing total cost of care. PCDC maintains a strong and comprehensive network of strategic partners and clients that share our mission and vision.

Position Overview

The **Deputy Managing Director** of the Performance Improvement Practice will work with the Managing Director to execute the goals and vision of the Performance Improvement Practice, with a focus on expanding PCDC's Population Health Management program. PCDC's Population Health Management program works with health care organizations to implement strategies and improve staffs' ability to address the medical, behavioral, and social issues of their panel of patients, particularly those of high risk, high need individuals, through practice transformation processes and outcomes. Strategies such as employing a population management approach, implementing team-based and integrated care models, quality improvement, and addressing the social determinants of health are all methodologies with which the Program Director should be familiar.

The **Deputy Managing Director** works with the Managing Director to ensure consistency and coordination across the Performance Improvement Practice's vision, strategy, and services. S/he has expertise in primary care operations and person-centered coordinated care processes and is able to help health care teams understand how to integrate medical, behavioral health and care management services. The Deputy Managing Director is a senior member of the Performance Improvement Practice responsible for designing and leading projects, developing new business, managing multiple projects, supervising teams, and providing subject matter expertise inside PCDC and for its clients. The position reports to the Managing Director of PCDC's Performance Improvement Practice.

Primary Responsibilities

- Establish and lead the vision for Performance Improvement program areas, with a focus on Population Health Management.
 - Understand and maintain awareness of the changing healthcare landscape including the evidence base, reimbursement reform and delivery system transformation.
 - Create and supervise the development of services, coaching, curriculum and trainings that meet the needs of PCDC's clients as they move towards providing population health management, including more coordinated, integrated care and focus on high need individuals.
 - Support growth of program areas including assessing staffing needs, training needs, infrastructure and operational support
- Lead existing projects and develop new and related projects and services.
 - Plan the creation, content, scope, and successful delivery of projects. Allocate and manage staff members assigned to these projects.
 - Develop and manage project budgets in cooperation with the Managing Director and Operations Director.
 - Ensure high quality of work and supervision of staff.
 - Integrate continuous quality improvement into Performance Improvement work and culture, including implementing PCDC's program evaluation framework.
- Develop new and repeat business.
 - Perform outreach to previous, current, and prospective clients as well as assess client satisfaction both during and after engagements.
 - Develop, foster and leverage key stakeholders and potential partners.
 - Write proposals to potential clients and funders, including consulting proposals and grant applications.
 - Identify opportunities and represent PCDC as an expert in performance improvement and in understanding the needs of safety net providers by giving presentations, public speaking engagements, and participating in panels.
- Supervise projects within designated program areas.
 - Design and lead multiple projects. This includes creating consulting service delivery models, managing the day-to-day execution of projects, and identifying and mitigating risks to project success.
 - Manage staff who manage projects within the program area.

- Guide and mentor team members, promoting their professional development, and contributing to performance appraisals.
- Develop and execute department strategy in cooperation with the Managing Director and other Program Directors.
- Develop departmental policies and procedures in cooperation with the Managing Director and other Program Directors.
- Work across PCDC business lines in collaboration with other units, including the Communications team to develop and maintain collateral and other materials relevant to the unit, and the Advocacy team to ensure that policy issues with regard to Population Health Management are flagged and addressed.
- Participate in enterprise-wide strategy and implementation work groups as needed.
- Other duties as assigned.

Required Skills & Characteristics

- Working effectively both as a team member and on individual efforts and timelines.
- Ability to manage a business unit/multiple lines of business, while also leading and working on one or more projects.
- Expert project management skills; leading project teams through highly intensive, long-term, large-scale project work.
- Subject matter expertise in current and emerging primary care delivery models for population health management (e.g. Care Management, Care Coordination, Care for Complex Individuals, Integrated/Team-Based Care, Risk Stratification, and Patient Centered Medical Home principles), value-based payment models, and practice transformation concepts.
- Understanding of adult learning theory and methodology, interactive and experience based learning, and healthcare education and curriculum design.
- Familiarity and experience with quality improvement methodologies
- Strong communication skills, including the ability to create presentations, speak publicly; work with a wide array of client staff from executives to front-line staff.
- Familiarity with the healthcare policy environment and payment reform initiatives, particularly in New York State.
- Self-motivated, have a positive attitude, and be enthusiastic.
- Skilled in the use of software required to perform job duties, including Microsoft Word, PowerPoint, Excel, Go-to-Meeting and Dropbox.
- Ability to travel throughout the U.S.

Experience & Education

- Required
 - Bachelor's degree
 - 7-10+ years of experience in health care, preferably primary care
 - Experience managing projects in health care quality improvement, performance improvement, and/or practice transformation.

- Experience with programs and care models for high risk individuals as well as Medicaid and uninsured populations.

- Preferred
 - Master's Degree in a relevant field (e.g., MPH, MBA, MSW, MSN)
 - Clinical experience: Nursing, Behavioral Health or Care Management strongly preferred
 - Experience working as a consultant in health care.

To Apply

We offer a competitive salary and comprehensive benefits package. **For immediate consideration, please email your cover letter, resume and salary requirements to: employment@pcdc.org with "Deputy Managing Director – Performance Improvement" in the subject line.**

The Primary Care Development Corporation (PCDC) is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, creed, religion, sex, gender, gender identity or expression (including transgender status), sexual orientation, national origin, ancestry, citizenship status, age, disability or handicap, veteran status, marital status, pregnancy, genetic information or any other characteristic protected by applicable law.