



**Primary Care Development Corporation (PCDC)  
Position Announcement  
Lead Quality Improvement Advisor  
New York, NY**

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

Quality primary care is transformative and a cornerstone of healthy, thriving communities. PCDC catalyzes excellence in primary care through strategic community investment, capacity building, and policy initiatives to achieve health equity. PCDC, a nationally recognized 501(c)(3) nonprofit organization, 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 3,500 practices from more than 44 states and has leveraged \$1.1 billion to improve care in low-income communities.

**PCDC's Performance Improvement Practice** provides consulting, training and coaching services to improve the capacity of the primary care sector to assess, plan, and transform the delivery of care, helping providers become efficient, patient-centered, accessible, evidence-based, outcomes-oriented and sustainable sites of care.

PCDC is a pre-qualified vendor in the Centers for Medicare & Medicaid Services (CMS) Network of Quality Improvement and Innovation Contractor (NQIIC) pool. NQIICs serve as quality improvement experts, facilitators, and change agents for healthcare transformation.

PCDC has applied for a Clinical Quality Improvement Contractors (CQIC) Clinician-Focused Task Order through the CMS NQIIC pool. Under this program, PCDC will lead a \$50M, 5-year risk-based contract to improve outcomes of approximately 1900 primary care and behavioral health clinicians in New York. **If awarded, PCDC's CQIC Program will commence immediately, as early as January 2020.**

The program has four key aims and approximately 20 clinical quality measures. CMS's aims are to:

- Improve Behavioral Health Outcomes, focusing on Decreased Opioid Misuse
- Increase Patient Safety
- Improve Chronic Disease Self-Management
- Increase Quality of Care Transitions

PCDC has strategically partnered with Healthix, the largest public health information exchange in the nation, who will be responsible for data reporting as well as predictive analytics to support PCDC's quality improvement activities.

Key program activities include recruitment and retention of clinicians, assessing practices, creating practice-level improvement plans, providing quality improvement technical assistance, and participating in and leading CQIC-wide Learning and Action Networks.

**Position Summary**

The Lead Quality Improvement Advisor (LQIA) will lead, manage and work with a team of 3 to 5 Quality Improvement Advisors (QIAs) to provide direct Quality Improvement (QI) Technical Assistance (TA) to clinicians enrolled in PCDC's CQIC Program. This position reports to the Senior Director, Quality Improvement and will also work collaboratively with a Provider Recruitment & Engagement Specialist, various support staff and subcontractors, including Clinical Faculty. We offer a competitive salary and comprehensive benefits package.

## **Responsibilities**

- Supervise QIAs, and other staff and subcontractors responsible for all activities including recruitment, project implementation, data collection, and evaluation;
- Recruit clinicians to participate in PCDC's CQIC Program;
- Create and implement tools and materials to support QIA assessment of clinical practices along the continuum of transformation, focusing on CQIC Aims and Measures, and create relevant QI work plans to address gaps in care;
- Provide direct assessment and coaching of practices to facilitate practice redesign and/or other operational and clinical improvements with designated practices and practice teams to reach QI goals;
- Analyze data at the practice and team level to identify trends in practice performance, and inform improvement plans;
- Write, edit and disseminate relevant QI project material and communications;
- Participate in and lead activities of the Learning and Action Networks such as webinars on relevant topics;
- Stay abreast of new developments and industry trends related to QI, clinical best practices, quality metrics, service excellence and practice transformation;
- Identify and share EHR optimization practices and ways to utilize data to achieve improvement in healthcare delivery systems, processes, and outcomes;
- Ensure data integrity and support data reporting by assigned practices in collaboration with other CQIC and Healthix staff.

## **Additional Requirements**

- Travel in CQIC service region (New York, New Jersey & Connecticut), estimated 20%.

## **Qualifications**

- Master's degree in a related field (e.g., MPH, MPA, MBA, MSW) or clinical professional degree (MD, DO, NP, PA, RN) required
- A minimum of 6 years' experience in health care quality improvement, and at least 3 years of management experience
- Knowledge of and experience using EHRs and using clinical quality data for QI
- Demonstrated knowledge of CMS standards and regulations, Healthcare Common Procedural Coding System (HCPCS), Quality Payment Program, various clinical quality measures including HEDIS and National Quality Foundation (NQF) measures, and Quality Improvement science
- Demonstrated experience implementing QI programs and projects
- Very strong interpersonal, collaborative and working relationship skills and proven ability to build networks and partnerships
- Strong team leadership and team-building skills, especially a demonstrated ability to inspire and manage a highly results-oriented, diverse and quality-focused team
- Excellent communication skills, both oral and written
- Driven, results-oriented, entrepreneurial, creative and flexible, and willing to work hands-on in a fast-paced, growing organization
- Demonstrated commitment to PCDC's mission of advancing primary care in underserved communities
- Willing to travel

**To Apply**

**For immediate consideration, please email your cover letter, resume and salary requirements, to: [employment@pcdc.org](mailto:employment@pcdc.org) with “Lead Quality Improvement Advisor” in the subject line.** While we are currently accepting applications for this and other CQIC-related openings, **hire is dependent on PCDC receiving the CQIC award.** Position could commence as early as January 2020. *Applications will not be considered without a cover letter.*

*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.*