



**Primary Care Development Corporation (PCDC)
Position Announcement
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 Quality Improvement Advisor (QIA) will provide direct Quality Improvement (QI) Technical Assistance (TA) to clinicians enrolled in PCDC's CQIC Program. This position reports to the Lead Quality Improvement Advisor and will be part of a team of 3 to 5 Quality Improvement Advisors, a Provider Recruitment & Engagement Specialist, various support staff, and subcontractors. We offer a competitive salary and comprehensive benefits package.

Responsibilities

- Recruit clinicians to participate in PCDC's CQIC Program;
- Assess clinical practices along the continuum of transformation, focusing on CQIC Aims and Measures, and create relevant QI work plans to address gaps in care;
- Implement QI interventions in collaboration with clinicians and their teams in conjunction with other CQIC staff and PCDC's Clinical Faculty;
- Provide direct QI coaching to facilitate practice redesign and/or other operational and clinical improvements with designated practices and practice teams to reach QI goals
- Analyze data and look at trends regarding practice performance to develop and inform improvement plans and identify opportunities for shared learning events;
- Identify challenges and barriers that may prevent practices from achieving goals in desired timeframe and develop improvement plans;
- Support the development and dissemination of relevant QI project materials and communications;
- 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 3 years' experience in health care quality improvement with a preference for at least 5 years' coaching or consulting experience
- Knowledge of and experience using EHRs and building reports for quality improvement
- Demonstrated knowledge of CMS standards and regulations, clinical quality measures including HEDIS, Medicare 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 with “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.