



**Primary Care Development Corporation (PCDC)  
Position Announcement  
Senior Director, Quality Improvement – CQIC  
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 Senior Director will implement and lead PCDC's CQIC Program, working closely and effectively with all members of the CQIC team, including external partners, to ensure successful project outcomes. This position reports to the Managing Director, Performance Improvement Practice, and will oversee a team of approximately 20 FTE, including Quality Improvement Advisors, Provider Recruitment & Engagement Specialist, Salesforce administrator and manager, as well as various support staff and subcontractors. The Senior Director will work closely with PCDC's Director of Evaluation & Analysis on data collection and evaluation of the CQIC program, and act as Program liaison with CMS. In addition, the Senior Director will provide QI expertise and oversight as needed for the PI team. We offer a competitive salary and comprehensive benefits package.

## Responsibilities

- Oversee successful implementation of the CQIC program including:
  - **Clinician Recruitment.** Recruit and retain clinicians from across New York, focused on downstate, including medical underserved areas, FQHCS, small practices and rural practices.
  - **Direct Technical Assistance.** Provide clinicians with ongoing customized direct technical assistance using health information technology, evidence-based approaches, and quality improvement science.
  - **Learning and Action Networks (LANs).** Collaborate with regional and national LANs, focused improvement collaboratives that bring together healthcare professionals, patients, and other stakeholders; lead a LAN on behavioral health.
  - **Measurement, Data, and Reporting.** Analyze and report monthly on identified measures to track improvement.
- Manage, in collaboration with staff and the COO/CFO, the risk-based budget and contract.
- Supervise staff and subcontractor Quality Improvement Advisors who are responsible for recruitment, implementation of interventions, and data collection and analysis of programmatic activities.
- Ensure a successful collaborative approach to data measurement, collection and reporting with our strategic health information exchange partner, Healthix.
- Oversee a wide range of evidence-based Quality Improvement activities using proven QI methodologies.
- Act as liaison with CMS project officer.
- In partnership with PCDC's Director of Evaluation and Analytics, evaluate the CQIC program.
- Responsible for quality assurance.
- Manage Clinical Consultant Faculty Pool and other subject matter experts.
- Identify and pursue opportunities to promote and disseminate program findings through multiple avenues including publications and presentations.

## Additional Requirements

- Travel in CQIC service region (New York, New Jersey & Connecticut) and to Washington, DC as needed, estimated 10%.

## Qualifications

- Master's degree in a related field (e.g., MPH, MPA, MBA, MSW) or clinical professional degree (MD, DO, NP, PA, RN) required
- At least 10 years progressive management and/or consulting experience with a minimum of 7 years' experience in health care quality improvement
- Preferred: Certified Professional in Healthcare Quality (CPHQ) certification from National Association for Health Care Quality, or Health Care Quality and Management (CHCQM) certified by American Board of Quality Assurance and the Utilization Review Physicians Inc.
- Experience using EHRs, and using clinical quality data and building reports for quality improvement
- Demonstrated knowledge of CMS standards and regulations
- Demonstrated knowledge of patient care and National Quality Foundation (NQF) measures
- Demonstrated experience managing and growing multiple complex Quality Improvement programs and projects toward successful outcomes
- Very strong interpersonal, collaborative and working relationship skills and proven ability to build networks and partnerships
- Strong 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, especially the ability to write and present compelling proposals, presentations, and publications and to represent the organization to industry leaders, agencies, external clients and other constituents
- Solid budgeting and fiscal management skills
- 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 as needed

**To Apply**

**For immediate consideration, please email your cover letter, resume and salary requirements, to: [employment@pcdc.org](mailto:employment@pcdc.org) with "Senior Director CQIC" 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.*