Tennessee Primary Care Association - Job Announcement

Position Title:　　　Center for Quality in Community Health Director
Classification:　　　Full Time
Salary Range:　　　$80,000 - $105,000
Reports to:　　　Chief Executive Officer

Direct Reports:　　　Center for Quality in Community Health Program Manager
　　　　　　　　　　Health Information Technology Manager
　　　　　　　　　　Quality Manager

The Tennessee Primary Care Association (TPCA) is a dynamic, team-oriented membership association that provides leadership, advocacy, and supportive expertise to the state's community health centers. TPCA and our members are bonded by a shared purpose – ensuring all Tennesseans have access to quality and affordable health care.

TPCA's Center for Quality in Community Health (CQCH) program is focused on leveraging data and technology-based interventions to improve patient care and advance community health center clinical, operational, and financial quality. Our CQCH program is funded through the Health Center Controlled Network (HCCN) grant through the U.S. Department of Health and Human Services' Health Resources Services Administration, and currently has 26 participating health centers from across the state.

TPCA seeks a CQCH Director who enjoys taking a systematic, results-oriented approach to ensure TPCA's HCCN is positioned to meet its strategic goals. This team member will develop and lead CQCH's programmatic initiatives aimed at assisting community health centers in utilizing technology to enhance the patient and provider experience, advance interoperability, and use data to enhance value. The ideal candidate will be experienced in using communication, negotiation, and motivational skills to influence a variety of stakeholders including health leaders and staff, funders, association members, and partners to ensure network success.

Our team values collaboration, continual growth, integrity, and open communication. We are driven by our culture, knowing that creating an inclusive workplace is essential to serving our mission. We are intentional in our efforts to ensure every staff member feels empowered to voice their ideas and bring their authentic selves to work. At TPCA, you will enjoy a hybrid work schedule, comprehensive benefits package, as well as ongoing support for professional development.

Key Responsibilities:

The CQCH Director provides vision and leadership for the development, implementation, and ongoing operation of TPCA's HCCN. The CQCH Director will
- develop and execute a comprehensive strategy for the network and participating health centers
- manage a multi-disciplinary team
- assist TPCA members in the development of capacity, expertise, and the data structure to position them for success in value-based care
- perform grant and budget management for the HCCN grant
- lead the CQCH Steering Committee and Program Committee

Essential Duties:

Duty 1: Lead the Center for Quality in Community Health (CQCH)
1. Develop and implement a result-oriented strategic vision for the CQCH and its participating health centers.
2. Provide leadership for the CQCH including maximizing use of the network's population health tool, leading the CQCH team in providing high-quality support for health centers, and developing and deploying a network-level data strategy.
3. Lead the CQCH Steering Committee and the CQCH Program Committee to ensure each governing body understands, supports, and provides input on the direction and activities of the CQCH.
4. In conjunction with CQCH team, draft and advance individual and network-level work plans for CQCH members.
5. Implement and oversee innovative and meaningful programming, training, and customized assistance that aligns with TPCA's strategic plan and CQCH vision.

Duty 2: Establish and Maintain Relationships and Knowledge Critical to CQCH Success
1. Possess a deep understanding of HCCNs, with a focus on the success and viability of the community health center model, health information technology, enhancing the patient and provider experience, advancing interoperability, and using data to enhance value and performance.
2. Serve as the content expert in subjects that contribute to network success such as emerging technologies and tools, population health platforms, patient engagement tools, and payer priorities and expectations.
3. Establish and maintain strong relationships with national, regional, and state partners and key stakeholders, including consultants, HIT vendors, other HRSA-funded Networks, etc.
4. Represent CQCH in meetings with key partners including other organizations, vendors, state departments, task forces, and committees.
5. Monitor the health care landscape to understand environmental changes and issues that impact health center priorities, expectations, regulatory requirements, operations, care delivery, and payment structures. Provide updates and recommendations to TPCA leadership.

Duty 3: Position Participating Health Centers for Success in Value-Based Care
1. In conjunction with TPCA's Population Health platform vendor, TPCA leadership, and the CQCH Steering Committee, plan and execute a strategy to provide access to timely, meaningful data that works to improve patient care and help health centers reach quality benchmarks.
2. Ensure health centers have appropriate information systems, processes, and tools in place to possess and utilize actionable, timely patient and performance data.
3. Possess a firm grasp of elements of TennCare's Patient-Centered Medical Home program, Medicare VBC programs, and other payer VBC programs. Utilize expertise to contribute to planning and implementing programming and activities to increase health center knowledge and performance in these programs.

Duty 4: Manage CQCH Grants and Contracts
1. Manage all activities of TPCA's federal HCCN grant including application preparation, workplan, budgeting, reporting, operational site visits, and grant close out.

2. In conjunction with the TPCA Finance Director, lead program budget planning and actively monitor financials to ensure appropriate grant spend down.
3. Oversee CQCH program procurement, contracting, and purchasing.
4. Ensure that program and grant activity documentation is complete, accurate, and timely.

Duty 5: Provide Supervision for Staff and Support TPCA Policies, Procedures, and Participation in Staff Activities
1. Supervise a diverse set of direct reports by monitoring workloads, assessing job proficiency, providing coaching and training, developing performance goals, giving on-going feedback, communicating clear expectations, evaluating performance, and providing recognition for excellent performance.
2. Lead and facilitate effective collaboration among CQCH team members.
3. Complete, review, and approve TPCA-related forms and activities for supervised staff as outlined in the TPCA policies and procedures.
4. Participate in TPCA staff meetings, leadership and other functional teams, and pertinent conferences and meetings.
5. Ensure completion of TPCA-related forms, activities, and documentation within the timeframes set in TPCA procedures.
6. Provide staff support at TPCA events.
7. Perform other tasks and duties as identified by the immediate supervisor.

Minimum Qualifications:
- Master's degree in Public Health, Informatics, Business, Clinical or a related field. Experience may be substituted for education requirement upon discretion of TPCA.
- Demonstrated knowledge, understanding and experience in health care and in the design or use of value-based care models.
- Experience with health information technology, data analysis, and/or information systems.
- At least three years of experience as a manager having responsibilities for both supervision of staff and program oversight.
- Experience with federal or state grants administration.
- Experience in an ambulatory care setting is a plus, community health center preferred.

Knowledge, Skills and Abilities:
- Critical thinking and tactical planning skills.
- Excellent written and verbal communication skills; demonstrate proficiency at communicating complex information clearly and succinctly.
- Ability to engage health centers both in group settings and one-on-one to demonstrate the value proposition of the CQCH, encourage participation, and assist health centers in executing strategies.
- Ability to analyze data and information to assess trends and draw conclusions.
- Demonstrated cultural competence, awareness of the needs of medically underserved populations, and interest in learning about community-based primary health care systems.
- Excellent computer skills, particularly with software in Microsoft Office, including Word, Excel, PowerPoint and Outlook.
- Professional demeanor.
- Fluency in written and spoken English.

Work Environment (includes physical requirements):
- Hybrid work schedule.
- Office environment.
- Prolonged sitting, use of computer, monitor, and keyboard; occasionally lifting of lightweight boxes.
- Travel to health centers, local travel, and some national travel (up to 25%).

Contact Information and Procedure:
Interested candidates should apply by submitting their application and cover letter in TPCA's online application system.

Accepting applications through 5/4/2023 or until filled by an excellent candidate. No email applications or applications in any other system will be accepted; no telephone inquiries, please. Apply Here.

Tennessee Primary Care Association
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Nashville, TN 37217
http://www.tnpca.org

TPCA offers a comprehensive benefits package that includes paid vacation, sick leave, and holidays, paid medical, dental and life insurance, paid long-term disability insurance, and participation in a 403(b) retirement plan. In addition, TPCA offers elective participation in employee-paid benefits including Flexible Spending Account, Dependent Care Savings Account, vision insurance, and AFLAC insurance options.

It is the policy of TPCA that all applicants are entitled to equal employment opportunity regardless of race, national origin, religion, age, sex (including pregnancy or related medical conditions), gender identity or expression, sexual orientation, disability, genetic condition, marital status, or veteran status (past, present, or future service in the Uniformed Services of the United States), or other protected characteristics or identity as required by local, state, and federal law.

This position will be supported in part by grant funding from the Health Resources and Services Administration (HRSA) of the U.S. Department of Health and Human Services (HHS).