



**Job Title:** Administrative Manager, Quality Improvement  
**Department:** Office of Population Health  
**Hours:** Full Time  
**FLSA:** Exempt  
**Reporting:** Directly reports to the Chief of Operations, Vice President,  
Population Health Management Services

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### **Position Description:**

Reporting to the Chief of Operations, Vice President, Population Health Management Services (PHMS), the Administrative Manager, Quality Improvement develops and implements the quality improvement program and strategy for the Suffolk Care Collaborative. This role provides leadership for quality improvement functions throughout the SCC and is responsible for working with senior leadership in the definition and execution of key projects that align with the mission and vision of the organization. The Administrative Manager establishes, implements and supports program, procedures and policies to accomplish organizational quality objectives. Key accountabilities include identifying, developing and driving quality improvement projects; creating a vision and strategy to achieve a culture of continuous quality improvement and operational excellence; facilitation of improvement as a champion and change agent; and publishing reports for both internal and external stakeholders.

### **Essential Duties and Responsibilities:**

The duties that the person selected for this position will be responsible for include, but are not necessarily limited to, the following:

- Provide strategic direction and oversight of quality improvement initiatives, across the full continuum of care, including patient-facing and back-office processes for inpatient, outpatient and provider practice operations.
- Direct day-to-day quality improvement operations, including leading, mentoring, and developing staff in quality improvement tools and methodology.
- Develop a strategic plan to support engagement and alignment across SCC partners, and encourage a systems-thinking approach.
- Support process and cultural transformation by guiding stakeholders through change management efforts.
- Build relationships with various stakeholders on quality improvement efforts in order to gain consensus, approval, and support resourcing for the implementation of new initiatives.
- Ensure operational metrics, financial metrics, and quality metrics are aligned to meet improvement targets.
- Establish control mechanisms to measure and monitor the effectiveness and sustainability of improvement efforts.
- Manage and execute projects, as requested by executive leadership.

- Develop commissioned project(s) scope and objectives with relevant stakeholders and ensure technical feasibility with current and future programs.
- Build and report quality improvement progress and metrics to executive management, directors and staff.
- Facilitate and lead the development of relevant policies and procedures for the quality improvement program.
- Lead applications and submissions for grants, recognition and awards and publication of relevant quality improvement initiatives.
- Serve as a subject matter expert on quality improvement, including acting as a principal advisor and aiding decision makers in identifying opportunities, risks, targets and success factors.
- Keep abreast of methodologies and technologies in quality improvement and leverage the most effective tools available within resources.

## **Qualifications**

### **Working knowledge of:**

- Current developments in the field of population health management and managed care
- Performance based payment models
- Healthcare delivery network of providers
- Cultural, socio-economic and language factors that affect service delivery to diverse populations
- Program budgeting and financial management
- Program development and evaluation techniques
- Current trends in Federal and State health care delivery system policy

### **Experience & Education:**

- Experience operationalizing initiatives from inception to independent sustainability to ensure smooth transition
- Excellent written and oral presentation skills
- Experience presenting in small workgroup settings, larger committees and professional conferences
- Proven management experience leading teams to deliver solutions
- Experience in the use of quality improvement tools and techniques
- Experience with statistical analysis
- Advanced proficiency in Microsoft Office: Word, Excel, PowerPoint, Outlook, Visio
- Ability to work with minimal supervision, manage multiple deliverables, anticipate needs, and craft and implement solutions
- Strong critical thinking skills
- Team player with a passion for building relationships and providing exceptional service
- Understanding of health care clinical and administrative data



- 3+ years of project or quality improvement management experience working within an integrated health system, health plan, hospital or ambulatory care setting or population health organization required
- Minimum Master's level degree in business administration (MBA), public health (MPH), public administration (MPA), healthcare administration (MHA) or relevant advanced degree is required
- Certified Professional in Healthcare Quality (CPHQ)<sup>®</sup>, Certification in Medical Quality (CMQ) or equivalent credential required

### **Ethics & Compliance**

All SCC employees must demonstrate commitment to ethical behavior and the organization's compliance program, including:

- Abiding by the Code of Conduct, Compliance and HIPAA Privacy and Procedures, and reporting obligations.
- Participating in all required education/training about organizational compliance, ethics, and information privacy and security (for example: annual compliance training).
- Contributing to the operationalization of compliance with applicable regulations, laws, policies and procedures in your business unit (for example, identifying opportunities for ongoing monitoring for quality and integrity of operations; designing and using checklists; consulting the Compliance Officer or Privacy and Security Officer for guidance when needed).

*The specific statements shown in each section of this description are not intended to be all-inclusive. They represent typical elements considered necessary to successfully perform the job.*