

Process Improvement Consultant - Program Manager - (3105152)

Job Description

GENERAL SUMMARY/ OVERVIEW STATEMENT:

Established in 2007, the Edward P. Lawrence Center for Quality and Safety (CQS) supports the MGH and MGPO's goal of creating the highest quality, safest care environment for our staff and patients. Employing an interdisciplinary team of clinicians, data analysts, researchers, project managers, process improvement consultants, informatics professionals, and administrators the Lawrence Center serves as an institutional resource for furthering the MGH's goal of leading the nation in quality and safety.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

Under the general direction of the Executive Director, Organizational Effectiveness and Chief Experience Officer and guided by the Lead Process Improvement Consultant, the Process Improvement Consultant will provide process improvement and team facilitation support to high priority operational, quality, safety and/or service improvement teams to advance the strategic agenda of the MGH and the MGPO. The incumbent serves as an effective internal consultant to senior administrators and clinicians for managing and evaluating key high stakes process improvement projects throughout the project life cycle and for providing effective recommendations for sustaining and spreading the associated outcomes. The Process Improvement Consultant facilitates interdisciplinary process improvement teams with clinical and operational team leaders and senior clinicians and administrators with minimal oversight. . The incumbent may provide process improvement training for leadership and for process improvement project team members.

A. Process Improvement Project and Team Facilitation:

- Provide effective process improvement team facilitation support to process improvement project team leaders and process improvement teams throughout the project life-cycle; i.e. from project chartering and scoping through implementation of a plan to monitor and sustain associated improvements. Serves as content expert on improvement methodologies and imparts knowledge of improvement processes to team leaders and to interdisciplinary team members.
- In collaboration with project leaders, develops project workplans including identification of key stakeholders, deliverables, timelines and required resources. Oversees project logistics such as meeting schedules, agenda development, production and distribution of meeting materials and preparation of required reports on project status and activities. Assures that the project activities are managed consistent with project plans and may execute tasks from the plans. Continuously assesses and makes effective recommendations to address any barriers or obstacles to achieving project goals. Maintains all relevant project documentation.
- Working with team leaders, develops outcome measurement and analytic strategies including identification of key metrics and data sources. Establishes practical data collection and communication plans. Expertise in working with quantitative operational, clinical and financial healthcare data is essential.
- Communicates regularly with executive sponsors, team leaders, process owners and other stakeholders about team progress toward goal achievement, any critical factors and obstacles.
- Expertly leads the transition of assigned project results to the operational process owners at the time of project closure, including developing a feasible plan to sustain and spread the improvements. Develops practical and feasible measurement and analytic strategies to monitor the outcomes of assigned projects and develops ongoing communication plans. Monitors project outcomes for continuous learning and improvement opportunities.
- Accountable for managing the resources and deliverables for assigned projects. Evaluates project risks. Rapidly identifies, problem solves and communicates to the Lead Process Improvement Consultant any issues that are jeopardizing project effectiveness.

B. Analytics and Data Visualization

- Analyze operational, service and clinical data to evaluate performance and identify improvement opportunities
- Integrate clinical, service, and operational benchmarking data into analyses, project goals, and improvement activities
- Display data in a manner designed to allow for enhanced knowledge, decision-making and effective communication.

C. Process Improvement and Change Management Consulting and Coaching

- Maintains current expertise and effectively applies a variety of rigorous process improvement methodologies, such as Lean, Change Management, Value Stream Mapping, Rapid Cycle Testing, PDSA, FMEA, etc.
- Assesses need for and provides real-time process improvement training for leadership and for process improvement project teams.
- Engages in special projects targeted at achieving key strategic priorities as requested by the Senior Director, Process Improvement or Lead Process Improvement Consultant

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- May assist in the design and delivery of formal and informal process improvement training offerings within MGH/MGPO and elsewhere as requested.
- Engages in professional development activities as determined by the Senior Director or Lead Consultant.

Qualifications

SKILLS/ABILITIES/COMPETENCIES REQUIRED:

- Proven organizational and process improvement skills, including effectively developing project workplans, meeting deadlines and managing multiple highly complex projects within a fast-paced, changing environment. Operates with an orientation toward results and attention to detail.
- Demonstrated skill in facilitating interdisciplinary teams and in continuously assessing group dynamics. Demonstrates change agent demeanor; flexible thinker with ability to quickly and autonomously adapt to a changing environment. Possesses strong influencing and relationship-building skills.
- Agility in communicating effectively, including navigating controversial issues with a wide range of departments and individuals at all levels throughout the organization.
- Understands the importance of local ownership of projects and solutions and is able to simultaneously drive projects while fostering local ownership.
- Proven effectiveness in autonomously working with senior organizational leadership as well as with front line staff.
- Expertise in a variety of improvement and redesign tools and techniques such as Lean/TPS, Change Management, Rapid Cycle Testing, Value Stream Mapping, PDSA, FMEA, etc.
- Extensive experience working with clinical, operational, financial and other healthcare data
- Excellent verbal and written skills including formal presentation and training skills
- Skill in use of Microsoft Office applications including Word, Excel, PowerPoint, Access and Outlook

EDUCATION:

- Bachelor's degree in a related field (e.g. healthcare administration, business administration, industrial engineering, nursing etc.) required.
- Master's Degree in a related field (e.g. healthcare administration, business administration, industrial engineering, nursing etc.) preferred
- Process Improvement training experience strongly preferred

EXPERIENCE:

- A minimum of 2 - 4 years of healthcare process improvement experience; two years experience in an academic healthcare organization preferred
- Superior organizational and interpersonal skills and the demonstrated ability to work effectively with individuals at all levels within a complex academic medical center preferred.
- Proven process improvement, , team facilitation, and measurement and analytic skills.
- Ability to facilitate and to work within dynamic teams as well as to work independently.
- Process improvement training experience in an academic healthcare setting preferred
- Supervisory experience in a healthcare setting preferred

EEO Statement Massachusetts General Hospital is an Equal Opportunity Employer. By embracing diverse skills, perspectives and ideas, we choose to lead. Applications from protected veterans and individuals with disabilities are strongly encouraged

Primary Location: MA-Boston-MGH Main Campus

Work Locations: MGH Main Campus 55 Fruit Street Boston 02114

Job: Professional/Managerial

Organization: Massachusetts General Hospital(MGH)

Schedule: Full-time

Standard Hours: 40

Shift: Day Job

Employee Status: Regular

Recruiting Department: MGH Quality and Safety

Job Posting: Aug 28, 2019