



California Association  
of Public Hospitals  
and Health Systems



## ***Position Announcement***

### **Program Associate**

The California Health Care Safety Net Institute (SNI) is seeking an exceptional **Program Associate** to join our organization.

SNI is the non-profit performance improvement affiliate of the California Association of Public Hospitals and Health Systems (CAPH). CAPH is a non-profit trade association located in Oakland, California that represents 21 public hospital systems across California. CAPH provides legislative advocacy and leadership, strategy development, policy development and analysis related to the health care safety net and increasing access to health care for all Californians, with a special emphasis on health reform, coverage expansion, delivery system reform, and health system financing.

SNI provides strategic support to CAPH members as they continue to transform into high value, sustainable patient and family centered systems of care. Among other initiatives, SNI provides guidance to CAPH and members on the development and monitoring of the performance measures under the California 1115 Medicaid Waiver's Delivery System Reform Incentive Program (DSRIP), a \$3.3 billion pay-for-performance program that is catalyzing change in our member systems. SNI is also involved in strategic support for Whole Person Care work (integration of physical and behavioral health services with social services), advancement of member wide targeted performance improvement through our Big Aims campaign, and will be embarking on significant data integrity efforts in the coming year. The **Program Associate** will have central roles in each of these bodies of work.

Reporting to the Director of Performance Measurement of The California Health Care Safety Net Institute (SNI), the **Program Associate** supports quality and performance improvement efforts at public health care systems and will participate on and/or lead SNI and CAPH teams as well as work with external partners and staff from CAPH member health systems in order to ensure initiative goals are met within established timeframes and budgets.

The ideal candidate understands and embraces the CAPH/SNI values—passion for the mission of ensuring equal access to high quality health care for all, teamwork, and high performance - as well as SNI goals with a genuine interest in health care and the desire to

learn more in order to effectively support health care system quality and performance improvement initiatives. This position is classified as exempt.

#### PRIMARY RESPONSIBILITIES

Under limited supervision from the Director of Performance Measurement, the **Program Associate** will be responsible for the following:

- Being a part of the team responsible for coordinating activities associated with DSRIP development, implementation and ongoing monitoring
- Seeking out and researching effective ways of spreading and sustaining high quality health care delivery practices, and developing innovative ways to share this information across the CAPH membership
- Participating in the ongoing work of SNI to manage and evaluate performance data from the CAPH membership
- Providing high level customer orientation and responsiveness to health care system staff members and the Board of Directors as appropriate
- Analyzing and aggregating data, and preparing quality reports for clinic and hospital leadership, CAPH and SNI boards, and funders
- Communicating orally and in writing to internal and external stakeholders regarding performance improvement activities at CAPH-member health care systems
- Facilitating information sharing and strategic thinking to support the connection of a given SNI initiative to other SNI areas of work such as DSRIP, data capability, whole person care, evolution of primary care, public health care system leadership development, and performance strategy development
- Participating in and supporting ongoing program planning with the SNI Executive Director, Director of Performance Measurement, healthcare consultants and other stakeholders to keep initiatives on track and meet SNI objectives
- Coordinating and managing member and grant-funded programs that support member performance improvement and transformation efforts
- Documenting grant and/or project progress and provide budgeting tracking and oversight to complete grant reports to funders in a timely manner
- Partnering with other SNI staff to ensure all committed activities are implemented in a way that provides the most value to members
- Setting agendas, identifying, and engaging with speakers and members for peer networking calls and meetings
- Participating in the drafting of new grant proposals to support SNI focus areas
- May be responsible for conducting research, interviewing key stakeholders, and producing original materials such as PowerPoint presentations
- May be responsible for developing knowledge of information systems (e.g. disease registries and Electronic Medical Records) for managing improvement data
- Building upon the information and experiences attained through this position to ultimately take responsibility for designing and implementing quality and performance improvement initiatives that focus on the shared space of performance, transformation, policy and finance strategy.

## KNOWLEDGE & EXPERIENCE

- Degree and 5 years of experience in Public Health, Quality Improvement, Ambulatory Health Care. An advanced degree and a minimum 3 years of experience preferred
- Must be team-oriented and highly organized with strong attention to detail
- Understanding of quality improvement and performance measurement; training as an Improvement Advisor highly desired
- Excellent oral and written communication skills with the ability to communicate complex topics to a variety of audiences
- Ability to work independently and coordinate project activities across multiple hospital systems
- Competence using Microsoft Office products (e.g., Word, Excel, PowerPoint)
- Meeting coordination, including ability to produce organized and accurate schedules, agendas and planning documents
- Excellent interpersonal skills and ability to interact professionally and courteously with hospital leadership, staff, and other external contacts

Salary is commensurate with experience and includes a competitive benefits package. Interested applicants should send a resume, a cover letter which must include salary requirements and at least three references via email. We will not be able to consider applications without this information.

Send applicant materials to:

Afiya Palmer, Human Resources Manager

[apalmer@caph.org](mailto:apalmer@caph.org)

CAPH is an Equal Opportunity Employer with a strong commitment to racial, cultural and ethnic diversity. Persons of color are strongly encouraged to apply.