



Position Description

Job Title: Project Coordinator	Salary Band: Exempt 4A
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Reports To: Senior Project Manager	Hours per Week: Full Time
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Supervises: N/A

Position Overview:

The Project Coordinator will be a member of the Patient Experience Surveys (PES) team at Massachusetts Health Quality Partners (MHQP), located in Watertown, MA.

The Project Coordinator position supports research activities involving survey design and reporting of provider performance results based on patient experiences in primary care. Activities include but are not limited to assisting with the preparation of project plans, timelines, and overall project management, review and summary of literature, and data preparation. The position requires strong organizational and time management skills in order to meet project deadlines and ensure smooth coordination and communication of project schedules and tasks. We are looking for a detail oriented, organized team player. The Project Coordinator will be supervised by MHQP senior research staff.

Essential Job Responsibilities:

- Assists team with patient experience survey activities (e.g., development of questionnaires, data collection forms, database management, reporting and distribution of results).
- Assists team in creating and maintaining project plans, timelines and issues logs.
- Creates and maintains project calendar and assists with scheduling all project related meetings and communications.
- Prepares meeting materials and written summaries of project meetings.
- Interfaces with customers, medical group contacts, and external stakeholders; triages questions to appropriate project staff and responds to customers in a timely fashion.
- Works with the MHQP Massachusetts Provider Database (MPD) to promote up to date and accurate provider rosters.
- Oversees distribution of web-based, flash drives, and paper reports to physician organizations and others.
- Conducts literature searches and develops written literature summaries.
- Assists with the drafting of presentations, including the creation of graphs and figures.
- Provides other research support and administrative support as directed to ensure smooth operations of research activities within PES.

Required Skills, Knowledge, Must Haves and Experience:

- Excellent written and oral communication skills.
- Strong computer skills, including proficiency with Microsoft Office (Word, Excel and Power Point) and familiarity with databases (e.g., experience using Microsoft Access).
- Ability to work both independently with limited supervision as well as in a collaborative team environment.
- Excellent organizational skills, attention to detail, proven ability to organize complex processes involving multiple, detailed tasks and multiple inputs.
- Ability to track and complete deadline-driven projects.

Education:

- Bachelor degree with an interest in health policy.



Technical Expertise:

- Some research experience, preferably in an academic, research or medical setting.
- Demonstrated knowledge and skills in using technical tools including all Microsoft Office Products and a variety of other PC applications including project management software and standard networking tools.
- Ability to use basic database development tools, excel macros and html software.

About the Massachusetts Health Quality Partners

Since 1995, MHQP has been leveraging its unique position as an independent coalition of key stakeholder groups (providers, payers and patients) in Massachusetts healthcare to help provider organizations, health plans and policy makers improve the quality of patient care experiences throughout the state. We do this by:

- measuring and publicly reporting non-biased, trusted and comparable patient experience data;
- sharing tools, guidelines and best practices to help support improvement efforts; and
- catalyzing collaboration to find breakthrough solutions to shared challenges.

MHQP's work is driven by and organized around the principle that the challenges facing healthcare can only be solved through collaboration and innovation across key stakeholder groups – including patients, whom we believe are the most underutilized resources in the healthcare system. MHQP is the neutral body that brings these organizations and individuals together to find shared interests and solve problems that none can solve alone.

Upcoming college graduates are encouraged to apply. To apply, please send resume and cover letter to jobs@mhqp.org.