JOB DESCRIPTION

Job Title: Director of Quality Measurement & Analytics
Reports to: Vice President of Programs
Supervises: Applications Managers, Programmers, Project Managers
Hours per Week: 40

Position Overview

The Director of Quality Measurement and Analytics oversees the collection, analysis, and reporting of healthcare quality data, with a focus on patient experience survey and clinical quality measurement programs. The Director will work closely with internal teams and external customers (e.g., healthcare provider organizations and health plans), and will manage a small team of analysts, IT staff, and project managers.

Key Responsibilities

Survey and Measurement Programs Leadership
- Oversee and manage the administration, analysis, and reporting of patient experience surveys, clinical quality measures, and other measurement initiatives
- Identify and implement opportunities for innovation and improvement in analytics, data visualization, and reporting methodologies, including ways to leverage MHQP's existing data assets
- Collaborate with senior leadership and project managers to operationalize strategic initiatives and business opportunities
- Stay informed on relevant measurement trends and changes in the Massachusetts and national quality reporting landscape

People Management
- Lead, mentor, and supervise internal program/analytics staff, including supervising programming/analytics staff, vendors, and expert consultants who support MHQP's quality measurement projects
- Lead and support analytics/technical staff in developing rigorous methodologies, data analyses, and actionable insights from survey and other quality measurement results

Data Systems, Analytics, and Reporting
- Oversee and have a deep understanding of the design and architecture, implementation, and maintenance of current MHQP databases, analytic platforms, and reporting solutions (e.g., healthcare quality reporting, Massachusetts Provider Database, web reporting platform)
- Oversee the analysis, synthesis, and interpretation of structured and unstructured healthcare data, particularly patient experience survey and clinical quality data
- Participate in the development of the technical operating and capital budgets for approval by the Executive Director and the Board of Directors

Project Management
- Manage multiple projects simultaneously, ensuring deadlines and deliverables are met

- Operate effectively in a small matrix organization, adapting to evolving roles and priorities.
- Foster a collaborative team environment, working seamlessly across analytic and project teams.
- Work closely with MHQP staff, external workgroup members, and the MHQP Board to define and design projects and ensure methodological integrity through all phases of the project

IT
- Coordinate with IT vendors who manage MHQP's computing and communications infrastructure
- Oversee MHQP's information security policy
- Support IT staff in managing hardware, software inventory, and system maintenance

External Engagement and Communication
- Collaborate with leading analytic and measurement units housed within Massachusetts health plans and provider organizations
- Communicate measurement findings and recommendations clearly and effectively to technical and non-technical audiences and internal and external stakeholders
- Develop working relationships with outside constituents to assure the ongoing success of MHQP's initiatives
- Represent MHQP data offerings, as well as technical and analytic capabilities to external stakeholders

Skills, Knowledge, and Experience
- Minimum of 5 years experience working with healthcare quality measurement and reporting
- Strong applied quantitative skills with expertise in healthcare data management, surveys, statistics, and performance measurement
- Strong management, leadership, and mentorship capabilities
- Problem-solving skills with a focus on innovation and efficiency
- Experience in quality measure collection and data aggregation using claims and clinical datasets
- Excellent project management skills
- Excellent communication skills
- Background in IT systems, including storage and manipulation of large data sets
- Applied data analytics experience and skills, including working knowledge of statistical concepts (e.g., sampling methodology and case-mix adjustment) and software tools, with SAS and/or STATA experience preferred
- Experience with reporting and visualization tools/software (e.g., Tableau, advanced Excel and Access) preferred
- Experience with synthesis and interpretation of reporting and analytics outputs

Education
- Advanced degree in Biostatistics, Medical Informatics, Public Health, or related field

Other requirements, skills, capabilities:
- Flexible on-site/remote/hybrid position, with periodic required in-person staff and client meetings and ability to travel domestically, as needed, to attend conferences and other business-related activities.

About MHQP

Now in its fourth decade, MHQP is a trusted, local measurement and reporting organization that equips provider organizations, health plans, policymakers, researchers, and employers with data-driven insights and collaborative strategies needed to improve patient experiences, reduce health inequities, and strengthen primary care in Massachusetts.

We do this by:
- **Fostering collaboration across stakeholder groups** to create a shared understanding of collective challenges and opportunities
- **Conducting expert quantitative and qualitative data collection** to capture in-depth information about healthcare experiences
- **Making sense of this data through expert analyses** to generate actionable insights that can help direct quality improvement efforts
- **Transparently sharing data, trends and insights** with key stakeholder groups, decision-makers and the public to inform policy, support accountability, and drive meaningful action