



## POSITION DESCRIPTION

**POSITION TITLE:** Chief Operations Officer for the DC Connected Care Network (CCN)  
**FLSA STATUS:** Exempt, Full Time  
**REPORTS TO:** DC Primary Care Association President and CEO  
**CREATED:** January 2019

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### POSITION SUMMARY:

The Chief Operations Officer (COO) is a new role to a newly formed and emerging entity called the DC Connected Care Network (CCN), based in Washington DC. In 2019 DC Primary Care Association (DCPCA) is launching and incubating this new Network, and the COO will be the first role hired for the CCN. The goals of CCN are to: reduce all-cause hospital re-admissions; reduce preventable hospital admissions, and to reduce low acuity non-emergent Emergency Department (ED) visits, and also to increase the engagement of patients. The DC Connected Care Network will work across seven (7) Federally Qualified Health Centers (FQHCs) in the District, which encompass 30 clinics and serve over 20,000 patients.

The Chief Operations Officer (COO) will be a critical position in the next few years as this role will be responsible for building the necessary structures and working functions of the day-to-day operations of CCN, setting the stage for the Network to flourish and deliver its mission. In close collaboration with the CEO, Care Coordination Team lead, and the Finance Director, the COO will develop programmatic strategies for the most efficient and effective means of coordinating care of services between the CCN and member Federally Qualified Health Clinics (FQHCs).

We are seeking a talented professional who thrives in a start-up environment and can roll-up their sleeves to build and manage the structures of day-to-day activities as well as partner with senior leadership, network partners, and key primary care stakeholders. The successful candidate is a proven leader with substantial management experience in a managed medical care or clinical setting. A critical skill set will be the ability to effectively and efficiently communicate with multiple internal and external stakeholders, inclusive of partner clinics, government agencies, and medical administrators. The ideal candidate has worked or helped to build a care coordination environment, supported programmatic start-up, recruited and built strong teams, and has substantial familiarity with developing and maintaining managed care contracts.

### ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide leadership and stewardship to the DCPCA Connected Care Network (CCN)
- Together with the Chief Executive Officer and Care Continuation Team Lead, ensure smooth collaboration between the CCN, hospitals, primary care clinics, core service agencies and other community organizations
- Develop and implement a strategy for appropriate use of Emergency Department (ED) services among CCN patients, including:

- a strategy for patient education on appropriate ED use, and on acute care services available at member FQHCs
- a strategy for optimal use of post-ED FQHC visits for dialogue with patients about appropriate emergency department use
- analysis of ED access patterns for high-demand services that could be effectively delivered in a primary care setting, and development of a strategy for member FQHCs to deliver those services more consistently
- Develop, execute and manage vendor contracts for CCN activities (e.g. nurse triage line)
- Write and review policies and procedures for CCN programs
- Develop and manage member FQHCs' approach to coordinated access to health center services, ensuring that the assessed needs of CCN patients are met
- Design and lead a continuous quality improvement process, focusing on systems/process improvement
- Promote regular and ongoing opportunities for all staff to give feedback on program operations
- Ensure that all program activities operate consistently and ethically within the mission and values of the CCN

## **QUALIFICATIONS, KNOWLEDGE & SKILL REQUIRED:**

### Work Experience

- At least 5 years of professional leadership experience in the health care industry, with a strong preference for candidates with experience in the following areas:
  - Care management services for high-risk populations, including patients with multiple chronic illnesses, serious mental illness and substance abuse
  - Care coordination, including transitions of care between inpatient, primary care, behavioral health and specialty settings
  - Advanced access/open access to primary care
  - Reduction in avoidable hospital admissions, readmissions, and Low Acuity, Non-Emergent ED visits
- Experience leading diverse work teams and developing an organization-wide strategy for program excellence, engaging community partners, and partnering with a CEO and board of directors

### Skills

- Strong relationship builder and communicator
- Proficient with the use of data for monitoring program efficiency and impact
- Driven and ambitious in building new structures and programs
- Excellent management and development of contracts and general operations
- Ability to articulate the philosophy, mission and values of the CCN to external and internal stakeholders

### Education

Master's Degree (MPH, MHA, MPP, MBA or similar)

## **COMPENSATION:**

DCPCA offers competitive salary based on experience and skills of employees. Additionally, DCPCA provides a comprehensive benefits package that includes medical, dental, vision, 403b match, ancillary benefits, access to Flexible Spending Accounts, and generous leave benefits.

**ADA SPECIFICATIONS:**

This position is primarily sedentary in the Washington DC office with some local trips to stakeholder and clinical offices, as well as occasional overnight travel. The position may require some bending and lifting.

DCPCA is a fast-paced, high-energy organization with a very ambitious agenda and a highly motivated staff. This job will experience high work demands under tight timelines requiring a flexible and adaptable approach to daily challenges.

**TO APPLY:**

Please send your resume and cover letter in attachment form to [recruiter@nonprofithr.com](mailto:recruiter@nonprofithr.com) with the subject line, "CCN COO Application". Only competitive candidates will be contacted and invited to participate in the selection process. **No phone calls please.** Applications are accepted until the position is filled.