

MASSACHUSETTS GENERAL HOSPITAL

Job Title: Network Development Implementation Specialist (Project Specialist), National

Position Reports To: National Director, Network Development and Integration

If interested and for full job description, please contact Susan Fahmy, National Director of Network Development and Integration at sfahmy@mgh.harvard.edu

GENERAL SUMMARY/ OVERVIEW STATEMENT: Summarize the nature and level of work performed.

The Massachusetts General Hospital Network Development and Integration department focuses on strategic planning and business development initiatives in the local, regional, and national arenas. Guided by the needs of both patients and clinicians, our team ascertains opportunities for the implementation of new and/or expanded MGH programs in community organizations. Once identified, the team works collaboratively with MGH's clinical departments to implement programs and ensure that a smooth care continuum exists between clinical sites. The overall objective of the Implementation Specialist position is to support initiatives that help to achieve these, as well as other, departmental goals.

Under the general direction of the National Director, the incumbent will be responsible for the oversight and overall management of multiple concurrent projects related to MGH's national strategy. These projects will require strong project management, relationship management and analytical skills. This opportunity is action oriented and is a blend of both internal planning and analysis along with externally focused activities. Such activities include, but are not limited to, negotiation support, account management, work plan management, facilitation of program implementation, process standardization and success tracking. It will be important for the person in this role be able to accomplish tasks through others, including peers, physicians, various hospital and MGH leaders as well as external collaborators.

PRINCIPAL DUTIES AND RESPONSIBILITIES: Indicate key areas of responsibility, major job duties, special projects and key objectives for this position. These items should be evaluated throughout the year and included in the written annual evaluation.

Work will be analytical, collaborative and strategic in nature. The Implementation Specialist will:

- Lead project management activities of high-profile projects that support MGH/MGPO initiatives. This includes:
 - Evaluating the scope of a project and identifying critical factors to ensure success completion
 - Developing a detailed project plan, timelines with clear milestones and workflows to support the implementation of the project
 - Identifying key project resources and ensuring their adherence to the project plan
 - Facilitating program implementation

- Defining and reporting on key measures of success
- Monitoring performance tracking progress against targets / identified goals
- Assist in the development of standard tools and templates which will ensure commonality between projects and similar experiences for those who work with the Network Development and Integration department
- Participate in the examination of data including benchmarking analyses
- Have the ability to do data analysis and convert it into convincing, persuasive executive level presentations on internal, environmental and strategic topics including key observations based on interpretation of data
- Support business plan development and work as part of a team to present results of analyses, highlighting findings that would potentially impact strategic planning efforts
- Assist in the evaluation of new markets and new market opportunities
- Assist in the development of dashboards and scorecards for the management of external relationships
- Design and manage databases and document repositories as required
- Produce agendas and minutes for meetings as requested
- Identify opportunities for operational improvement
- Participates in professional development activities and maintains affiliations to keep abreast of trends/changes, regulations and legislation in the field of health care planning and network development.
- Be expected to take on the role of content expert in the areas assigned to them
- Perform other-related duties as assigned or requested

This individual:

- Must be able to interface with multiple stakeholders within the Network Development department and external affiliates/clients, including physicians.
- Demonstrates judgment to effectively set priorities, balance competing priorities, make decisions and work in a dynamic, fast paced environment
- Is competent, self-motivated and able to work independently receiving minimal supervision
- Demonstrates discretion to handle confidential information
- Has strong interpersonal and communication skills, can manage multiple projects at various stages and work cross-functionally

Education:

- Bachelors degree required
- Masters degree in Business, Healthcare Administration / Management, or related field preferred
- Related work and project management experience a plus

Experience: At least three years of work experience in healthcare preferred