

MASSACHUSETTS GENERAL HOSPITAL

Job Title: Program Manager, Massachusetts Affiliations Job Family: Professional/Managerial

Job Code: 000346 Grade: 132 FLSA Status: Exempt

Department: Network Development and Integration Reviewed By: Tony James, Kate
Leeson, Marilyn Hung

Position Reports To: Senior Regional Director, Network Development and Integration

Date Description last revised: 10/10/2018

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 Program Manager of Massachusetts Affiliations role is to support initiatives that help to achieve these, as well as other, departmental goals throughout our Massachusetts-based relationships, including existing subsidiaries of MGH (Cooley Dickinson, Martha's Vineyard and Nantucket Cottage Hospitals) and members of Partners Healthcare (Newton Wellesley Hospital, North Shore Medical Center, MEEI and McLean Hospital), as well as members of the Partners Community Physicians Organization (Pentucket Medical Associates, Emerson PHO, Charles River Medical Associates) and other key affiliated relationships (Emerson Hospital, Steward).

Under the direction of the Senior Regional Director for Massachusetts, the Program Manager of Massachusetts Affiliations will be responsible for managing multiple concurrent projects related to MGH's Massachusetts strategy. These projects will require strong project management, relationship management and analytical skills. Such activities include, but are not limited to: relationship management, work plan management, facilitation of program implementation, process standardization and success tracking. It will be important for the person in this role to be able to accomplish tasks by working collaboratively with 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.

In an effort to strengthen existing MGH relationships and develop new relationships with community providers within Massachusetts, the Program Manager will:

- Facilitate project management for clinical service line development. This may include:
 - Assisting with the development of opportunity assessments for new opportunities/relationships, including the review of key analytics
 - Developing detailed project plans, key resources, timelines with clear milestones and workflows to support the implementation of the project, including the contracting phase
 - Helping to facilitate program implementation
 - Serving as a liaison to departments internal to MGH and learning about the products and services these departments currently have and are developing that could support our outreach efforts
 - Evaluating the scope of a service line development project and identifying critical factors to ensure success completion
 - Entering and maintain key opportunity information in Salesforce database
 - Defining and reporting on key measures of success

- Assist in the development of standard processes, tools and templates that will ensure commonality between projects across Massachusetts affiliations. These may include, but are not limited to:
 - Developing relationship “face sheets” that summarize all MGH service lines and physicians at our Massachusetts affiliates
 - Creating a menu of available physician speakers, or “Speakers Bureau”
 - Developing a “Toolkit for Growth” for MGH’s clinical growth areas, including:
 - Templates for Department face sheets that showcase a growth area’s physicians, contact information and available speakers
 - Sample scripts for introductory calls to referring physicians
 - Tips on how to schedule, host and choreograph key events that allow clinicians to meet in a more casual setting and discuss shared patients
 - Developing a “MGH Family Quick Reference Guide” for subsidiaries, including:
 - Key contact information at Partners, MGH and the subsidiaries
 - PHS, MGH and MGPO org charts
 - Calendar of key events
 - Populating the Network Development shared drive with key current documents (e.g., strategic plans) for MGH’s subsidiaries
 - Summarizing and presenting new tools and templates for the Network Development team on a periodic basis

- Conduct outreach to physician practices with information re: MGH access, speakers, etc.
- Assist with planning and preparation for bi-annual meetings of the MGH Board Subcommittee on Community Hospitals
- Schedule introductory visits/meetings at MGH for new leaders at MGH Massachusetts affiliates
- Produce agendas and minutes for meetings as requested
- Identify opportunities for operational improvement and suggest new approaches/processes

- Participate in professional development activities and maintain affiliations to keep abreast of trends/changes, regulations and legislation in the field of health care planning and network development
- Perform other-related duties as assigned or requested

SKILLS/ABILITIES/COMPETENCIES REQUIRED: Must be realistic, objective, measurable and related to essential functions of this job.

- Strong interpersonal and communication (written and verbal) skills
- Ability to work effectively with a wide range of constituencies, internally and externally, from entry level to CEOs
- Comfortable working in a dynamic, fast-paced environment
- Ability to work effectively in matrixed organizations and build/gain consensus
- Self-directed with an ability to use independent judgment with minimal oversight
- Expert understanding of health systems and operations
- Excellent client management, project management and time management skills
- Exceptional organizational skills, ability to prioritize tasks and manage multiple ongoing projects
- Ability to critically analyze data and apply analysis to new and existing business ventures
- Strong information technology skills and ability to use technology solutions to improve the relationship management process (e.g., Salesforce)
- Highly motivated and proactive
- Respectful, constructive and energetic style
- Exceptional integrity - ability to use tact, discretion, and maintain confidentiality at all times

LICENSES, CERTIFICATIONS, and/or REGISTRATIONS (if applicable): Specify minimum credentials and clearly indicate if preferred or required

N/A

EDUCATION: Specify minimum education and clearly indicate if preferred or required

- Bachelor's degree required
- Masters degree in Business, Healthcare Administration/Management, or related field preferred.

EXPERIENCE: Specify minimum creditable years of experience and clearly indicate if preferred or required

- Five years of progressive healthcare experience required. Business development or relationship management skills/experience preferred.

SUPERVISORY RESPONSIBILITY (if applicable): List the number of FTEs supervised.

No direct supervisory responsibilities.

FISCAL RESPONSIBILITY (if applicable): Indicate financial “scope” information, i.e.: size of budget, volume, revenue, etc.; Indicate total physician/non-physician FTE scope

Responsible for prudent fiscal management of program resources (e.g. supplies, telephones, etc.). No budget responsibility at this time.

WORKING CONDITIONS: Describe the conditions in which the work is performed.

Normal office conditions. May require travel within Massachusetts and attendance at meetings outside of regularly scheduled hours. Valid driver’s license required.

APPROVAL:

(NAME)

Department Mgr: Tony James__ Title: Senior VP, Network Development and Integration__
Date: _____

(NAME)

Other, As Appropriate _____ Title: _____ Date: _____

The above is intended to describe the general contents and requirements of work being performed by people assigned to this classification. It is not intended to be construed as an exhaustive statement of all duties, responsibilities or skills of personnel so classified.