

**TITLE:** Director Quality and Outcomes Research **FLSA:** Exempt

**DEPARTMENT:** Orthopedic Service Line (41565) **GRADE/JOB CODE:** 529/10277

**FACILITY:** Trinity Health Of New England **DATE:** September 2020

**JOB SUMMARY:**

The Director of Quality and Outcomes Research (QOR) will assume a strategic role working with the leadership team and physician champions of the regional Orthopedic Service Line (OSL) at Trinity Health Of New England to develop and lead various initiatives intended to further generate person-centered sustainable healthcare value. The Quality and Outcomes Research Department consists of staff dedicated to supporting the overarching mission of the OSL and Trinity Health Of New England.

Oversees the Outcomes Research Department including the Musculoskeletal Outcomes Registry, which currently has over 41,000 patients. Ensures the integrity of the available data to make effective strategic business decisions, as well as process improvements to optimize outcomes. Expands the infrastructure as needed to support the future advancement of projects and clinical programs. Responsible for assuring that our data and outcomes remain nationally and internationally prominently recognized with a significant portion of this role focusing on abstracts, papers, poster and presentations to key professional organizations.

# PRIMARY JOB RESPONSIBILITIES AND DUTIES:

1. Represents the institute by building strong and lasting relationships with partners and stakeholders.
2. Collaborates efficiently with stakeholders including orthopedic surgeons, patient advocates, industry (manufacturers), hospitals and government agencies including Centers for Medicare and Medicaid Services, the Food and Drug Administration, and the Agency for Healthcare Research and Quality.
3. Leads the exploration and identification of government and private funding opportunities for clinical and outcomes research.
4. Collaborates with interdisciplinary teams to direct the development, implementation and evaluation of policies for quality assessment, quality management and performance improvement in patient care.
5. Leads the research staff to identify and set departmental and individual employee goals as well as provide routine evaluations of progress toward these goals.
6. Serves as the OSL representative to the Trinity Health Of New England Research Council, and the main point of contact with the instructional research infrastructure, particularly Research Development and grants/Contracts Administration.
7. Ensures adherence to professional standards and ethics of prospect research.
8. Develops and maintains relationships with a network of participating data collection sites, maximizing the use of existing data collection systems.
9. Establishes policies and procedures to govern data use and dissemination including requests for research data sets and custom reports.
10. Establishes data validation processes for the purposes of analysis and reporting.
11. Responsible for presentation and publication of research work at national conferences and peer-reviewed journals.
12. Ensures that all registry data are collected and entered accurately and in a timely fashion.
13. Supports efforts to educate patients and staff about the OSL registry and related registries.
14. Leads in objective scientific analysis and interpretation of registry data; generates reliable and credible reports to address stakeholder-reporting needs.
15. Keeps abreast of developing trends in the various areas of orthopedics both nationally and internationally.
16. Identifies emerging requirements for participating partners and works closely with the Information Technology group to improve registry workflow and data systems.
17. Develops and oversees budgets, policies, and procedures for the Research Department.
18. Performs all other duties as required or assigned.

**MINIMIUM QUALIFICATIONS, REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:**

1. Masters or PhD (PhD preferred), with experience in health policy research, public health research, health services research, clinical research, data analytics, epidemiology and/or another related area.
2. Five to seven (5-7) years of firsthand experience in a health services research or clinical capacity. Familiarity with evidence-based medicine, outcomes research, team development, health care quality standards and performance improvement.
3. Ability to assimilate facts, think strategically, delegate responsibility, listen carefully, build consensus, communicate and advocate effectively as well as make sound decisions. Superior analytical skills.
4. Prior experience managing complex projects from conception to completion including defining project objectives and deliverables.
5. Prior experience with comparative effectiveness research and/or clinical registries in a clinical setting. Experience working with and soliciting research grants from external sources.
6. Ability to develop and implement strategic plans to grow and sustain the Outcomes Research Department of the OSL. Collaborate with leadership, physicians and key stakeholders regarding goals and objectives of the Research Department.
7. Able to partake in meetings with various leadership groups on a local and national level.

**LEADERSHIP COMPETENCIES:**

1. Leadership competencies are the required skills, knowledge and attributes of leaders. They are principles that guide leaders toward the performance and accountabilities expected of them every day.
2. Able to define and share a strategy and vision; align resources toward achievement of results; grow and sustain the program; identify, lead and embrace change.
3. Ability to manage diverse relationships among organizational leaders, colleagues, project partners and stakeholders.
4. Proven success in a supervisory role, managing individuals and project teams comprised of internal and external professionals.

# PHYSICAL AND MENTAL REQUIREMENTS AND WORKING CONDITIONS:

1. Must be able to set and organize own work priorities, and adapt to them as they change frequently. Must be able to work concurrently on a variety of tasks/projects in an environment that may be stressful with individuals having diverse personalities and work styles.
2. Must possess the ability to comply with Trinity Health policies and procedures.
3. The incumbent is required to navigate independently through multi-dimensional complex hospital settings.
4. Requires working in a normal office environment. Requires regular use of a computer or similar devise, electronic equipment, etc. Minor lifting under 15 pounds; regular bending, stooping and sitting.
5. Must be able to balance, manage, and adapt to frequently changing work priorities, and be able to prioritize and balance the requirements of working with the TH Of NE System Office and Regional Health Ministries (RHMs).
6. Requires travel to and from the various TH Of NE sites as needed.

**REPORTING RELATIONSHIPS:**

1. Reports directly to the Regional Executive Director-Orthopedics.
2. Has direct supervision of Research Clinical Coordinator, Clinical Informatics Analyst, Research Associates and Research Specialist.

*The above is intended to describe the principal responsibilities and outcomes, and the associated requirements, as well as work environment. It is not intended as an exhaustive list of all aspects of the job.*

# TRINITY HEALTH OF NEW ENGLAND MISSION STATEMENT AND CORE VALUES

**OUR MISSION:**

We are committed to health and healing through excellence, compassionate care and reverence for the spirituality of each person.

**OUR CORE VALUES**:

* **Reverence** – We honor the sacredness and dignity of every person.
* **Commitment to those who are Poor** – We stand with and serve those who are poor, especially those most vulnerable.
* **Justice** – We foster right relationships to promote the common good, including sustainability of Earth.
* **Stewardship** – We honor our heritage and hold ourselves accountable for the human, financial and natural resources entrusted to our care
* **Integrity** – We are faithful to who we say we are