

## ImproveCareNow Executive Director *(full time)*

### Application Instructions

ICN has a distributed workforce and the Executive Director is able to work remotely. Applications will be accepted from anywhere in the continental US. We aim to fill this position by **March 1, 2020**, and will begin selecting candidates for interviews in **January**, so we encourage rapid reply to this announcement from interested applicants. Applications will be accepted until the position is filled. To apply, interested candidates should send a resume and cover letter to [info@improvecarenow.org](mailto:info@improvecarenow.org) with 'Executive Director Application' in the email subject line. ICN offers competitive salary and benefits.

### Job Description

**The ImproveCareNow (ICN) Network's mission** is to transform the health, care, and costs for children and adolescents with Crohn's disease and ulcerative colitis -- inflammatory bowel disease (IBD). **ICN is a Learning Health System** in which patients, clinicians and researchers collaborate to learn from every interaction, conduct patient-centered outcomes research, and implement the findings. ICN has pioneered the use of network organizational structure to engage all participants in health care - patients, families, clinicians and researchers - in working together to improve health and care, the production of new knowledge and its application in practice. The network has defined key measures to assess performance, built a robust database and enhanced registry, created reports to identify gaps in care and produced a set of effective resources and tools to improve the quality of care. As a result, the way care is delivered has improved dramatically.

The Executive Director of ImproveCareNow is a key member of the leadership team and will work closely with the ICN Clinical Director and Scientific Director to provide overall strategic leadership to plan, develop, and direct ICN's continuous learning system to achieve breakthrough performance on the network's goals for better health, a more engaged community and faster, more meaningful research for children and families living with IBD. The Executive Director is responsible for the development of the strategic direction for the entire Network and reports to the Board of Directors. The Executive Director is responsible for raising the profile of ImproveCareNow in the international healthcare community and building strategic relationships with healthcare organizations, sponsors, policy makers and payers, building the ImproveCareNow community and strengthening patient and family engagement, developing funding streams to ensure the sustainability of the network, collaborating with the Clinical Director to build and develop ICN's network of care centers and ensuring that they are actively engaged in quality improvement and supporting patient-oriented research in pediatric Crohn's disease and ulcerative colitis.

### Opportunities and Challenges

**Develop a robust, sustainable organizational infrastructure and build relationships and funding streams required to achieve it.** ImproveCareNow has thrived over the past 10 years and has many opportunities to continue to define the standard of care for children and families with this serious condition. The Executive Director will lead the development of a strategy and business plan to capitalize on ICN's capabilities to build for an innovative, sustainable future. The Executive Director will also engage payers and policy makers in setting a course for future policies needed to sustain the network.

**Drive high quality, innovative clinical care and continuous improvement.** The Executive Director will support the Clinical Director and Scientific Directors' vision in leading the drive for the highest quality

health outcomes for patients living with IBD through advances in clinical care, improvement and research for patients with IBD. The Executive Director will work with the Scientific Director, Clinical Director, Executive Leaders and Faculty, Quality Improvement team, Data and Analytics team, Patient and Family partners and Project Management team to develop the processes, infrastructure and support to advance the system for the Network.

**Recruit, retain and develop participants and care centers.** ImproveCareNow has achieved its impact through consistent recruitment and retention of care centers, physicians and other health professionals, patients and families, and researchers. The Executive Director will partner closely with the Clinical Director and with care center leaders to support their efforts to build the capacity and resources for improvement, engagement and research. The Executive Director will develop and nurture emerging patient, family, health professional and research leaders, ensuring a strong and diverse pipeline of talent to confront the most profound questions and challenges in IBD care and pediatric gastroenterology.

**Embrace and strengthen a culture of participation, inclusivity and commitment to continuous improvement.** ImproveCareNow strives to live its values of inclusivity, transparency, honesty, empowerment, learning and continuous improvement. The Executive Director will move with urgency to promote inclusion, equity, generosity and contribution across the network

**Support and elevate groundbreaking improvement and research.** The Executive Director's ability to inspire network participants to achieve breakthrough results and to support cutting edge clinical care, improvement and research will define success for years to come.

## Major Responsibilities

### **Network and Executive Leadership – 25%**

- Leading and developing the organizational mission, vision and culture
- Developing and executing the Network's annual strategic and operational plans together with the Clinical Director, Scientific Director and Senior Management team
- Supporting the Board of Directors and Board committees
- Developing and facilitating network governance to promote trustworthy oversight of network assets
- Developing and overseeing a robust program of communications to all network stakeholders via multiple channels (email, social media)
- Developing and advancing community building and engagement activities
- Developing key strategic relationships including working with the Clinical and Scientific Director to develop and maintain relationships with institutional and other leaders at care centers, developing relationships with service providers, collaborating with other learning networks
- Seeking out partnerships and relationships that keep ImproveCareNow on the leading edge of innovation
- Recruiting and developing network leaders, including health professionals, patients, families and researchers

### **Business Development and Financial Sustainability – 50%**

- Developing a strategic, diverse and ambitious funding plan for ongoing operations, innovation and research
- Leading business development activities, including attracting and securing financial support from foundation, payer and industry (pharmaceutical, device, and technology companies) sponsors

- Identifying and securing grant funding and ongoing philanthropic contributions
- Maintaining financial oversight of ImproveCareNow

### **Operational Leadership – 25%**

Provide expert executive leadership to advance the operational infrastructure of the ImproveCareNow Network to support quality improvement practice and research in a Learning Health System. Ensure that participating care centers have the training, tools and support they need to be successful

- Provide oversight of all subcontracts
- Encouraging development and continuous improvement of network processes
- Developing processes across the network to support the curation of a repository of resources and tools for patients, clinicians and researchers
- Participating in the development and planning of network learning activities, including Community Conferences and other learning events

### **Education/Work Experience:**

- Experience with nonprofit management
- Strong track record of fundraising
- Experience in new business development
- Leadership experience in a collaborative environment
- Quality and/or safety leadership experience
- Experience and training in quality improvement and research methods is desirable but not required

### **Skills and Competencies:**

The Executive Director must have strong leadership and management abilities, financial management and business skills, an understanding of quality improvement and research, and uncompromising integrity and ethics. The successful candidate will bring many of the following personal qualities, professional qualifications and experience:

- *Exceptional leadership and management experience with strategic planning, community development, resource and financial planning and management*
- *Demonstrated experience in recruiting and mentoring network staff and volunteers*
- *An outstanding record of effectively leading and developing people; a strong team orientation along with a track record of working cooperatively and collegially within a diverse and complex environment*
- *Excellent interpersonal skills and communication skills to build and maintain trust and relationships with patients, families, clinicians, researchers and health system leaders*
- *Strong persuasion and negotiation skills; the ability to engage, challenge, and influence colleagues to effect change within a dynamic organization*
- *Demonstrated commitment to valuing and actively promoting engagement of all patients and families and to promoting diversity*

- *An entrepreneurial spirit and drive; willingness to take risks and advocate for new ideas coupled with a commitment to measurement and accountability*
- *Personal qualities that include a present and optimistic personality, integrity, creativity, resilience, flexibility, tenacity, receptivity to feedback and high energy*
- *Genuine understanding and respect for the tradition of success and collaborative Quality Improvement, engagement and science at ImproveCareNow*

Full job description at <https://www.improvecarenow.org/news>