

## ImproveCareNow Clinical Director

*(.4 FTE [16 hours or 2 day/week] – it is expected that this person will want to maintain an active GI practice)*

### Application Instructions

ICN has a distributed workforce and the Clinical 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 'Clinical 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 Clinical Director of ImproveCareNow provides clinical 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 Clinical Director reports to the Board of Directors (BOD) and is responsible for building and developing ICN's network of care centers and ensuring that they are actively engaged in quality improvement (QI), community building, patient and family engagement, and patient-oriented research in pediatric Crohn's disease and ulcerative colitis. The Clinical Director provides leadership for building and maintaining relationships with care center leadership, strategic partners, and other organizations.

### Opportunities and Challenges

**Shape an overarching strategy and vision for the growth of ImproveCareNow.** Partnering closely with the Executive Leaders and the BOD, the Clinical Director will shape and articulate a long-term plan for the direction of ICN, encompassing advances in clinical care, collaborative quality improvement, deep engagement and participation of patients and families, and research. The Clinical Director will guide ongoing and emerging priorities and work with leaders to develop a vision that encompasses other areas of growth. A key leader and representative of ICN, the Clinical Director will be a partner in fundraising endeavors, contributing to new and existing partnerships and philanthropic opportunities. The Clinical Director must be a champion of better pediatric IBD care, and be able to galvanize support, inspire generosity and excite the network to build the future together.

**Drive high quality, innovative clinical care and continuous improvement.** The Clinical Director will lead the drive for the highest quality health outcomes for patients living with IBD through advances in clinical care for patients with IBD. As a respected and well-known leader in their field, the Clinical Director will

create a shared vision and provide intellectual leadership for the best possible health care for children living with IBD. It is expected that the Clinical Director will be well versed in the evidence base for pediatric IBD care and have practical experience and have achieved success in using QI methods to improve care and outcomes. The Clinical Director will work with the Scientific Director, Executive Director, Clinical Leaders and Faculty, Quality Improvement team, Data and Analytics team, Patient and Family partners, and Project Management team to develop the conceptual framework and measurement 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 Clinical Director will partner with care center leaders to support their efforts to build the capacity and resources for improvement, engagement and research. The Clinical Director will develop and nurture emerging leaders, ensuring a strong and diverse pipeline of clinical, patient and family, and scientific leadership 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 Clinical Director will move with urgency to promote inclusion, equity, generosity and contribution across the network

**Support and elevate groundbreaking improvement and research.** The Clinical Director's ability to inspire network participants to achieve breakthrough results and to support cutting edge research will define success for years to come. The Clinical Director must balance fiscal responsibility with a willingness to take risks and bet on exciting ideas.

**Include and engage payers and policy makers** in setting a course for future policy of the sustainability of the network.

## **Major Responsibilities** *(percentages add to 40%)*

### **Clinical Leadership – 20%**

- Provide expert clinical leadership in gastroenterology and evidence-based practice
- Ensure that participating care centers have the training, tools and support they need to be successful
- Develop and maintain relationships with clinical care teams and their institutional leadership
- Lead and provide oversight of clinical leadership groups
- Lead and oversee development of clinical resources and tools to produce reliable chronic illness care
- Recruit and develop clinical leaders, and other health professionals, patients, families and researchers
- Support successful onboarding of new care centers into the ICN network

### **Network Leadership – 10%**

- Support the continued development of ICN's organizational mission, vision and culture
- Develop and execute annual strategic and operational plans together with the Executive Director, Scientific Director and Senior Management team
- Understand and address network performance, gaps and successes

- Work with the Executive Directors to support the Board of Directors
- Contribute to the development and planning of network learning activities including Community Conferences and other learning events
- Develop and advance community building and engagement activities
- Develop and advance network governance and regulatory capability, including efficient and effective regulatory approval
- Provide oversight on network stakeholder communications via multiple channels (email, social media) to promote trustworthy oversight of network assets

#### **Business Development and Financial Sustainability – 10%**

- Recruit and maintain strong relationships with ICN care centers
- Active participation in fundraising, including grant writing and philanthropy
- Develop key strategic relationships, including other learning network leaders
- Develop relationships with industry and payers, including EHR vendors and technology companies, payers, pharmaceutical and device manufacturers.
- Build and maintain foundation relationships together with the Executive Director and Scientific Director
- Direct and support appropriate funding to stakeholder groups

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

- Clinical background with a degree in medicine from an accredited medical school, an active license to practice medicine, and board-certification in pediatric gastroenterology
- Leadership experience in a pediatric medical center
- Quality and/or safety leadership experience
- Formal training in quality improvement and research methods and commitment to building advanced competency in improvement science and Learning Health System research
- Active participation in quality and/or safety collaborative efforts, as well as NASPGHAN

#### **Skills and Competencies:**

The Clinical Director must have sufficient experience with complex clinical, quality improvement and research functions, strong leadership and management abilities, and uncompromising integrity and ethics. This individual will bring many of the following personal qualities, professional qualifications and experience:

- *An uncompromising commitment to excellence in both clinical practice and research in pediatric gastroenterology and IBD*
- *The ability to develop a collaborative vision, with a track record for successfully implementing new initiatives that meet the challenges of clinical care, improvement and research*
- *Exceptional leadership and management experience with financial budgeting, resource management, planning, and facilitation skills*
- *Demonstrated experience in recruiting and mentoring clinicians and other health professionals*

- *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 with transparency*
- *Excellent interpersonal 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*

### **Position Knowledge, Skills, and Abilities:**

The successful candidate will possess a deep familiarity with and expertise in the competencies associated with leading and managing a Learning Health System, including:

- *Improvement Science:* How to apply systems thinking, understanding variation and statistical process control methods to build knowledge, and the psychology of change.
- *Informatics:* How to use information systems to conduct LHS research and improve patient and health system outcomes.
- *Engagement:* How to engage all stakeholders in all aspects of improvement and research process.
- *System Science:* Understanding how health systems operate and are financed and how to apply systems theory to research and implementation
- *Research Questions and Standards of Evidence:* How to ask meaningful questions relevant to health system stakeholders and evaluate the usefulness of scientific evidence and insights.
- *Research Methods:* How conduct research within the context of real-world health systems using appropriate study designs and analytic methods to assess outcomes of interest to health systems stakeholders.
- *Ethics of Research and Implementation:* How to ensure that research and quality improvement performed in health care settings adheres to the highest ethical and regulatory standards.