

Council for Affordable Quality Healthcare

Title: Director, Research and Measurement

Reports to: Executive Director, CAQH

Scope: Exempt; Professional

Date: August, 2011

COMPANY INFORMATION

CAQH (Council for Affordable Quality Healthcare), an unprecedented nonprofit alliance of health plans and trade associations, is simplifying healthcare administration through industry initiatives that:

- Promote quality interactions between plans, providers and other stakeholders
- Reduce costs and frustrations associated with healthcare administration
- Facilitate administrative healthcare information exchange
- Encourage administrative and clinical data integration

POSITION SUMMARY

Provides successful oversight of the transition to CAQH of; and the day-to-day and strategic long-term management of, the US Healthcare Efficiency Index (Efficiency Index). Also management of other related CAQH measurement initiatives. Promotes CAQH value to its members and enhances its reputation as a thought-leader and trend setter in the area of administrative simplification. Serves as a senior advisor to the CAQH management team.

PRIMARY RESPONSIBILITIES

- Manages the seamless transition of the Efficiency Index from Emdeon to CAQH. Upon successful transition, manages the operation of the Index. Proactively troubleshoots potential issues; recommends and implements resolutions.
- Manages the relationship with Emdeon to ensure ongoing communication, support and collaboration.
- Recommends strategic positioning and efforts related to the Efficiency Index.
- Creates, expands and oversees the number of participating organizations.
- Identifies and contracts with vendors and contractors to perform statistical analysis and related assignments to supplement internal resources. May gather, analyze and interpret a wide variety of data and perform or check analysis and methodology of vendors and contractors.
- Stays current on industry trends and evolves the Index and CAQH initiatives to reflect industry growth and needs. Keeps abreast through participating in technically

relevant special interest groups within professional associations and reading technical publications.

- Develops and recommends benchmarking and research measurement and analysis to support the continued growth and credibility of CAQH as a thought-leader.
- Collaborates with CAQH Communications & Marketing staff, as well as external agency, and serves as the Efficiency Index Subject Matter Expert (SME) for all internal, website, Index Advisory Council, press and external communications.
- Serves as the staff liaison to the Index Advisory Council and manages deliverables requested.
- Develops and submits periodic reports to senior management on Index and other SME-related CAQH initiatives.
- Creates, expands and oversees the measurement and tracking of CAQH initiatives. Manages relationships and negotiates contractual arrangements with vendors and contractors.
- Outreaches to and forms partnerships with funding and grant resources to sustain ongoing efforts.
- Manages, trains, motivates, hires, disciplines and provides performance feedback to interns and staff, as appropriate.
- Prepares progress reports, charts, tables, etc. to effectively and clearly inform all appropriate Board, Advisory Council and staff receive the information in a timely matter.
- Directs, develops and maintains a project-management system for short, mid and long-range research programs.

SECONDARY RESPONSIBILITIES

- Prepares and presents professional papers at conferences, marketing events, Board meetings and other relevant internal/external forums.
- Tracks and maintains accurate records to ensure historical continuity and easy reference.
- Works with Executive Director and staff to develop annual budget. Manages budget throughout fiscal year.
- Researches new market data or trends and provides supporting data and financial justification.
- Performs other duties as needed and assigned.

EDUCATION AND EXPERIENCE

- Bachelor's degree + MS degree with an emphasis on statistics, informatics, or related field required. Ph.D. desirable.
- Seven or more years experience, preferably in a health services research environment, a corporate setting or with an academic institution.
- Five or more years experience in managing staff, consultants or outside vendors.
- Demonstrated leadership competencies with the ability to collaborate with others and establish working relationships, communicate effectively across the organization and at different levels, coordinate multiple work efforts, and translate business needs into practical applications and solutions.
- Proven ability to write and present, in small and large venues, clear and concise reports which contain complex data and concepts.

- Three or more years in successfully managing complex, multi-stakeholder projects desired.

SKILLS AND ABILITIES

- Excellent interpersonal skills and the ability to communicate across organizational levels as well as external stakeholders.
 - Very strong writing and speaking skills required.
 - Willingness to be a team player as well as a team leader, when appropriate.
 - Proven analytical skills and strong attention to detail.
 - Outstanding time management and organizational skills.
 - High level of initiative and self-motivation.
 - Ability to take complex information and present it in a clear, compelling message.
-

Equal Opportunity Employer M/F/D/V

Send resume, references and cover letter including salary requirements to: hr@ahip.org or mail to:

America's Health Insurance Plans (AHIP)
ATTN: HR Dept/CAQHDRM
601 Pennsylvania Avenue, NW
South Building, Suite 500
Washington, DC 20004