

Position Description: Performance Measurement Specialist

About the job:

IHA is looking for a Performance Measurement Specialist to serve as a key resource and technical expert on quality and resource use performance measurement. The candidate will spend the majority of their time leading measure implementation and the use of data to support generation of results for the Align. Measure. Perform (AMP) program. The candidate will also develop materials and support Committee discussions around performance measurement relating to clinical quality, patient experience, resource use, and total cost of care; data quality; and risk adjustment. This is a unique opportunity to be a part of a team that leads big and challenging projects that can move the needle on key health care industry pain points.

Core Job Duties and Responsibilities:

- Performance Measurement Expertise
 - Lead continued implementation of measure set, including clinical quality, patient experience, e-measures, resource use, and total cost of care measures.
 - Contribute to measurement strategy in order to reflect IHA's goal to remain a leader in standardized performance measurement.
 - Represent IHA at external performance measurement collaboratives.
- Align. Measure. Perform. Measure Implementation
 - Work with leadership and across different functional teams to implement decisions made by IHA committees
 - Support measure development, implementation and validation
 - Translate measure specifications into data collection elements and technical business requirements
 - Support health plans in HEDIS and other measure methodology logic for data intake.
 - Support data partner in strengthening, troubleshooting measurement logic, and authenticating data results
 - Design and perform analysis to support operations, engage stakeholders, and respond to committee requests.
 - Build and maintain positive relationships with program participants in order to understand and respond to their needs. Address AMP participant appeals from AMP Questions and Appeals process
- Committee Meetings
 - Serve as a technical SME to support and contribute to discussions with the technical committees that govern the AMP programs, including proposal and recommendation development, and research to support committee deliberations.
 - Support discussion during meetings.
 - Continue to evaluate potential new measures and bring recommendations to committees based on usability and importance of new measures, considering denominator size, available administrative data, and measurement gaps based on trends in healthcare and performance measurement.
- Perform other related duties as assigned by manager.

Job Knowledge, Skills, and Work Experience:

- Master's degree in public health, public policy, health services research or other health-related field.
- 3-5 years of experience working in health care delivery or managed care, and at least 3 years of experience with performance measurement.
- Strong understanding of the structure of California's health care delivery system.
- Deep knowledge of issues surrounding implementation of quality, efficiency, and cost measurement, as well as risk adjustment and familiarity with HEDIS and other standard, national measures.
- Familiarity with the landscape and industry trends around performance measurement.
- Excellent analytical and critical reasoning skills, both qualitative and quantitative, combined with attention to detail.
- Excellent interpersonal, collaborative and communication skills.
- Excellent Microsoft Office skills, including Excel and PowerPoint. Stata preferred.
- Must be able to travel. Most travel is same-day, within CA, but overnight and/or national travel also may be required.

Special Factors for Performance Success:

- Collaborative working style. Ability to effectively build relationships with staff on all levels of the organizations participating in the program.
- Creative and flexible problem solver. Able to anticipate needs, identify issues impeding success, and propose creative, viable solutions. Cope well with ambiguity and changes in direction as solutions are developed.
- Independent worker with superior productivity, demonstrated past success, and enjoyment from working in a small, fast-paced, professional environment.

Benefits:

- Competitive salary
- Great work environment in convenient location (City Center 12th St BART Station in Oakland)
- Free snacks, tea, coffee
- Subsidized gym membership
- 401K contribution
- 21 paid days off a year + 9 holidays
- Medical/dental/vision coverage
- Commuter benefits

Permanent US work authorization is a prerequisite to employment for this position.

Please submit cover letter and resume in confidence to jobs@iha.org, and include "Performance Measurement Specialist" in the subject line.

About IHA

The Integrated Healthcare Association is a non-profit multi-stakeholder leadership group that promotes health care quality improvement, accountability, and affordability for the benefit of all Californians. IHA members represent the most diverse and influential cross section of healthcare organizations across California. With trusted data and collaborative programs, we serve as a catalyst by forging common



ground and initiating, coordinating, and managing projects that address delivery system challenges. (see [Our Work](#)). IHA was founded in 1994, has about 40 employees, and is located in downtown Oakland.