Program Manager – Center For  
Hospital Innovation and Improvement

Reports to: Director, The Center  
Department: The Center  
E/NE Status: Exempt  
PT/FT Status: FT

About SHM:  
SHM is the medical society representing 15,000 of the nation’s 44,000 hospitalists – physicians whose primary professional focus is the general medical care of hospitalized patients. Hospitalists’ activities include: patient care, research, teaching and quality improvement leadership related to hospital care. The society was established in 1997 specifically to support and enhance the practices of hospital doctors and the patients they serve. SHM serves as the leading resource and voice for hospitalists across the nation. In the realm of quality and patient safety, SHM has developed proven strategies to implement performance improvement initiatives at our nation’s hospitals. SHM has developed strategic partnerships with The Joint Commission (TJC), the National Quality Forum (NQF), and other national quality improvement (QI) organizations to achieve goals related to quality and patient safety.

Expectation for all employees:  
Supports the organization's mission, vision, and values by exhibiting the following behaviors: excellence and competence, collaboration, innovation, respect, commitment to our community, and accountability and ownership.

Summary of duties and responsibilities:  
SHM views hospitalists as key change agents, facilitating quality improvement within the hospital. The Program Manager, Center for Hospital Innovation and Improvement Initiatives is a key position at SHM with responsibility for leading projects, developing programs, supporting business development and implementing initiatives in support of SHM’s mission. The position requires coordination with SHM staff, volunteer physician leadership, and business partners, often under tight deadlines and with multiple projects to balance and to successfully complete.

The ideal candidate has knowledge of national quality and patient safety issues and organizations involved in standard setting and implementation of performance improvement such as the National Quality Forum and The Joint Commission, experience implementing and evaluating quality improvement programs; and solid project management skills. Candidates without quality improvement experience will be considered if they have extensive project management experience in a medical or similar environment.
Responsibilities

- Under leadership of the Director, plan and lead the implementation of SHM QI initiatives
- Collaborate with Center staff and volunteer physicians in support of SHM QI initiatives
- Assume responsibility for all aspects of program management and completion of tasks with minimal supervision and without expectation of delegating work to others
- Complete accurate, comprehensive, well-written, client-ready documents for submission including reports or documentation according to established deadlines
- Contribute to the development of Center project/program proposals
- Develop reports to project funders and partners in support of SHM QI project/initiative objectives
- Work in liaison with client hospitals and other organizations participating in SHM QI initiatives
- Facilitate meeting scheduling, support recurring webinars with hospital teams, develop meeting notes, action items and milestones for hospitals
- Develop timelines and track status of SHM QI initiatives; develop mitigation strategies as necessary to alleviate risks
- Develop evaluation plans for SHM QI initiatives
- Collaborate interdepartmentally within SHM such as marketing and communications, IT, membership, governance, and government relations/advocacy surrounding efforts that are related to QI initiatives
- Oversee the activities of SHM QI-related committees and task forces to achieve QI strategies and priorities
- Develop comprehensive status reports related to Center activities
- Proactively identify opportunities for improvement of processes
- Identify organizations with whom to partner to achieve the Center’s strategic goals
- Work with organizational staff to procure funding and manage projects in accordance with funding protocols

Skills Needed

- BA/BS degree required; Master’s Degree preferred
- 3-4 years specific, applicable, and demonstratable project management experience required in a medical or related field
- Critical and strategic thinking skills are a must
- Ability to translate organizational priorities into implementation strategies required
- Ability to independently manage multiple projects with changing priorities required
- Outstanding written/oral communication skills
- Excellent organizational skills required
- Ability to work well in a team
- Proficiency with MS Office applications crucial
- Familiarity with databases preferred
- Personable and professional demeanor are essential due to high contact with members, faculty, and other high profile individuals