

Job Description

M/F/D/V ~ TechSolve is an Equal Opportunity and "At-Will" Employer

Position Title: Healthcare Improvement Consultant
Status: Full-time / Exempt or Hourly [TBD]
Reports To: Executive Vice President, Consulting Services

Summary/Purpose:

This position is responsible for supporting project managers in providing consulting services, including implementation projects, assessments, project management, facilitation, education, and basic data analysis support to drive improvement at hospitals and healthcare organizations.

Essential Responsibilities:

1. Support the implementation of process improvements and implementation projects (using Lean and/or other continuous improvement methodologies) with hospitals and healthcare organizations to positively impact and achieve sustainable results in the following: quality, service delivery, productivity, revenue, costs, patient safety, and customer satisfaction.
2. Work with project managers to conduct assessments (using Value Stream Mapping and/or other continuous improvement tools) to identify issues and opportunities throughout the hospital and healthcare organizations.
3. Facilitate, coordinate, and provide project management support for process improvements and effective business/management practices. Prepare and present briefings/reports to management and executives at client sites. Effectively interface with client personnel at all organizational levels.
4. Document and standardize TechSolve's best practices on assessments, client engagements and internal processes to drive improvement and create long-term sustainability of changes.
5. Prepare or provide input to proposals, project plans, and project reports.
6. Develop effective working relationships with staff and a network of technical resources.
7. Work with project managers to ensure projects are on schedule and meet customer expectations. Consult with TechSolve leadership and other team members to resolve any problems or to discuss progress of projects. Assess results of completed client engagements and recommend effective improvements in methods, processes or course materials.
8. Maintain active awareness of continuous improvement technologies and effective business/management practices through professional development and seminar attendance. Look for ways to apply innovative approaches, as appropriate, in the projects undertaken.

9. Demonstrate ability to organize and define problems, develop strategies, and carry out action plans. Utilize basic analytical skills to trend and analyze data. Demonstrate proficiency in data management procedures.
10. Requires the ability to develop effective working relationships with all company staff and observe/work within company's existing policies, practices, and procedures. Provide timely internal reports to management (timecards, monthly project reports, and quarterly reports).

Marginal Duties/Responsibilities

Perform other job-related duties as assigned.

Additional Requirements/Qualifications

Education/Experience:

Bachelors degree in Industrial Engineering and/or a healthcare-related discipline or equivalent required. One to five years of hands-on continuous improvement experience required (e.g., Lean, Six Sigma, etc.). Hands-on continuous improvement experience in healthcare organizations and hospitals desired. Proficiency in software applications such as MS Office required in the performance of job duties. Experience in Visio, database applications, simulation, etc., a plus.

Language Skills:

Must be able to communicate effectively with client personnel and employees at all organizational levels and develop effective working relationships with staff and a network of technical resources. This includes making presentations, serving as an instructor, and presenting timely reports to management. Excellent verbal and written skills to provide effective consultation and collaboration. Ability to relate to diverse ages and demographic backgrounds.

Reasoning Ability:

Individual must be a team player with the ability to exercise independent, sound judgment and discretion; ability to solve problems, be able to plan; be well organized; work well under pressure; take initiative, and be flexible and cooperative.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and use hands to finger, handle, or feel; with the ability to use a computer keyboard and monitor. The employee is frequently required to talk or hear; including the ability to communicate verbally both in person and on the telephone. The employee is required to walk, stand, bend, and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Work Environment:

Normal office environment and standard hours with occasional overtime are to be expected. Some time may be spent working in manufacturing, hospital, and/or government facilities as dictated by projects. The position may require the ability to travel by aircraft and automobile to remote locations as needed, and the ability to drive/operate an automobile. Estimated travel 10-50% dependent on project location.

This description is not intended to be an exhaustive list of all responsibilities, skills, efforts, or working conditions associated with the position. It is, instead, a description of the **essential elements** of the position that are needed for recruitment, placement, orientation, training, competency and performance assessment, classification, compensation determination, and other Human Resource actions.