



Job Description

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

Position Title: Healthcare Senior Improvement Consultant
Status: Full-Time / Exempt
Reports To: Executive Vice President, Consulting Services

Summary/Purpose:

This position is responsible for providing consulting services, including the implementation of projects, assessments, project management, facilitation, education and leadership of client engagements to drive improvement at hospitals and healthcare organizations.

Essential Responsibilities:

1. Lead client engagements to drive implementation projects and transformational improvement (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. Conduct assessments with hospitals and healthcare organizations to identify issues and opportunities, measure and quantify impact, propose solutions, and present the business case for change.
3. Plan, facilitate, implement, and provide project management for process improvements and effective business/management practices. Prepare and present briefings/reports to management and executives at clients. Effectively interface with client personnel at all organizational levels. Manage project teams to meet client expectations.
4. Serve as a coach/mentor to teach healthcare clients how to assess and identify their own needs and opportunities as well as drive improvements and sustain results.
5. Assist with identifying and securing business. Support sales/business development and marketing staff as needed. 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. Establish and control project budgets. 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 or course materials. Provide timely internal reports to management (timecards, Purchase Orders, Expense Reports, monthly project reports, and quarterly reports).
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 involving statistical process control methods 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. Submit timely internal status reports, sales reports, timecards, expense reports, etc., as required by the organization.

Marginal Duties/Responsibilities

Perform other job-related duties as assigned.

Additional Requirements/Qualifications

Education/Experience:

Bachelors degree in Industrial Engineering or a healthcare-related discipline or equivalent required. Advanced degree preferred.

A minimum of five years of healthcare experience required. Clinical experience and facilitation experience with medical teams, including physician participants, highly desirable. Experience with the clinical laboratory, pharmacy, emergency department, operating room, imaging/radiology department, and/or patient flow preferred.

Hands-on experience with continuous improvement practices in healthcare a must – knowledge and experience in Lean and/or other continuous improvement methodology required.

Proficiency in software applications such as MS Office required in the performance of job duties. Experience in Visio, database applications, simulation software, 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 able to exercise independent, sound judgment and discretion, with above average problem solving skills, be able to plan, be well organized with the ability to multi-task, have excellent oral and written communication skills, 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.

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