

## Performance Improvement and Research Coach

### Position Summary

The role of the research coach is critical in supporting Baptist Leadership Group and our partners in achieving measurable outcomes to support patient centered excellence. This role utilizes qualitative and quantitative analytical tools and techniques to support BLG's strategic priorities and the overall responsiveness of Performance Improvement and Research team (PIR). Additionally, the selected individual will serve as an expert and coach in measurement and performance improvement related to the patient, employee and physician experience.

### Position Responsibilities:

- Executes standard and custom PIR analyses/studies to assess organizational performance, enable client results and maximize BLG's position as a leading consulting practice that improves the quality of the patient experience.
- Synthesizes results of assessments and analyses and reports findings (both verbally and non verbally) to support improvement among diverse audiences (senior leaders, leaders and front line staff/medical staff)
- Serves as an expert and coach in HCAHPS, Quality, Patient, Employee and Physician Loyalty measurement and performance improvement
- Creates and monitors databases, conducts analyses and develops reports to support consulting operations and organizational priorities. Assists in development of internal and external performance improvement and research programs (both qualitative and quantitative) as assigned by the PIR Leader, while managing the ongoing operations of client and ROI tracking.
- Drafts reports and presentations for PIR, Coaching and Business Development to support client performance and/or practice growth
- Reengineers and automates processes of data collection and reporting to support various initiatives including ongoing survey research, performance improvement reporting, client performance and ROI databases.
- Project Manages Baptist Leadership Group Assessments and Research projects to ensure seamless and optimal client experiences with our practice.
- Works with the PIR Leader to develop, implement and monitor performance improvement and research studies and projects.
- Monitors, analyzes and reports on client measures (customer satisfaction, quality indicators, financial performance and other key metrics).
- Supports consulting team with standard and custom client performance analyses
- Implements tools to measure internal and external satisfaction, conference and speaker evaluations and consulting delivery.
- Responsible for continual streamlining of all work processes to achieve greater efficiency and productivity for the department, including redesigning surveys, methodologies and data warehousing processes.

### Qualifications:

- Bachelor's degree in statistics, market research, behavioral sciences or related field. Masters Degree preferred.
- Proficiency in analytics required.
- Preferable 5+ years of work in the healthcare industry.
- Proficiency in the Microsoft Office Suites software, including Excel and Powerpoint. Also preferred (but not required) proficiency with Acrobat Writer, Photoshop, InDesign.
- Must have advanced knowledge of statistics (especially related to research and performance improvement) and experience with commonly used statistical analysis software programs (SPSS, Stat Pac, SAS, Survey Tracker, Excel, etc.), as well as relational databases (Access, Crystal Reports, etc.).
- Expert knowledge of relational databases and analytical techniques
- Excellent project management, organizational and communication/presentation skills (oral, written).