



THE LEAPFROG GROUP POSITION DESCRIPTION

Title

Paid Internship, Hospital Ratings

Summary

The Leapfrog Group, a 501 (c)(3) national nonprofit organization working for improvements in health care safety and quality, is seeking a dynamic and detailed-oriented individual to support Leapfrog's high-profile hospital ratings programs through a paid internship. The successful candidate will play a key role in assisting the Hospital Ratings Team in providing technical support to hospitals participating in Leapfrog's two major programs: the [Leapfrog Hospital Survey](#) and the [Leapfrog Hospital Safety Grade](#). The intern will work with Leapfrog's hospital ratings team to ensure that Leapfrog's programs represent the highest standards for data integrity and accuracy. The internship position reports directly to the Vice President for Hospital Ratings.

Key Responsibilities

The successful candidate will achieve and support the following:

1. Data Quality and Maintenance for the 2017 Leapfrog Hospital Survey

- Review file layouts and formatting for survey response (unscored) and survey results (scored) files
- Build scenarios and test scoring algorithms
- Test scoring and file generation processes
- Develop a data dictionary to assist in the management and identification of Leapfrog's Hospital Survey datasets
- Help maintain Leapfrog's extensive roster of hospitals using CiviCRM

2. Content and Technical Support

- Build scenarios and test the online survey dashboard and application
- Triage electronic help desk tickets related to the Leapfrog Hospital Survey and Hospital Safety Grade
- Provide written responses to hospital inquiries related to the Leapfrog Hospital Survey and the Hospital Safety Grade including measure specifications, scoring, and other Level I technical support

3. Administrative Support

- Schedule internal and external meetings
- Draft PowerPoint presentations
- Assist in developing and managing program punch lists
- Assist in updating and maintaining program webpages
- Other support for the survey team as needed

**Qualifications**

The ideal candidate will be an individual who has:

- Undergraduate or graduate education and/or experience in performance measures, data management and analysis – candidate may be currently pursuing a degree in a related field, such as health information management, health care administration, epidemiology, biostatistics, etc.
- Proficient knowledge of Microsoft Office, particularly Excel
- Interest in, and experience with, data-driven healthcare projects
- A passion for Leapfrog's mission to improve the safety and quality of hospitals in the United States
- An ability to thrive in a small-team environment and work side-by-side with other analysts
- Experience in health care, quality improvement, hospital administration, coding, and/or data collection and analysis a plus

Term of Employment

This position is a part-time (15 - 20 hours) temporary spring/summer paid internship position, based at Leapfrog's offices in Washington, DC. Schedule and term of employment to be determined upon hire, but the internship is available starting in mid-February through the end of August.

Application Procedure

Send resume, cover letter, and transcript highlighting related coursework and relevant experience to HR@leapfroggroup.org with subject line "Hospital Ratings Intern."