



**Program Coordinator  
The Leapfrog Group  
Washington, DC**

**Summary**

[The Leapfrog Group](#) is a highly visible, national nonprofit organization representing private sector purchasers of health care who advocate for improvements in the quality, safety and value of health care. We are currently seeking candidates for the position of Program Coordinator, reporting to the Vice President of Health Care Ratings, to join Leapfrog's health care ratings team, which administers Leapfrog's current ratings programs and develops new ratings. Current programs include the annual [Leapfrog Hospital Survey](#), [Leapfrog Hospital Safety Grade](#), and new [Ambulatory Surgery Center Survey](#).

The Program Coordinator will play a key role within the health care ratings team by providing support on a new initiative to identify best practices in diagnostic safety and quality in hospitals and develop a new national survey to collect data from hospitals on their progress in implementing the identified practices. The successful candidate will be highly motivated, detail-oriented, self-directed, and possess exceptional communication skills. S/he will have experience working within the field of healthcare, performance measurement, or measure development. In addition, experience in customer/client support and a track record of success working in a small team is a plus.

**Key Responsibilities and Objectives for Performance**

**1. Provide help desk support for facilities participating in Leapfrog's new and existing Ratings' Programs.**

- Provide detailed, well-written technical assistance to facilities related to content, measure specifications, scoring, and other issues via Leapfrog's electronic help desk
- Assist in updating and maintaining accurate facility and individual contact information via Leapfrog's online roster management tool (CiviCRM)
- Develop standard responses to frequently asked questions and other supporting materials for participating facilities
- Review facility documentation as part of Leapfrog's ongoing data verification efforts

**2. Assist with the research and planning on Leapfrog's new diagnostic safety and quality project to ensure that Leapfrog's ratings' programs maintain the highest standards for data collection.**

- Develop, maintain, and archive project documents including articles and references, fact sheets, and supporting materials
- Maintain meeting minutes and recordings from internal and external meetings
- Develop, maintain, and update website content, including facility ratings, measure documentation, and user resources
- Act as liaison to the Diagnostic Excellence national advisory group including maintaining panel rosters, scheduling meetings, developing agendas, taking and distributing notes
- Investigate potential structure, outcome, and process measures of diagnostic safety and quality, and other analyses as requested by advisory group members



### **3. Provide program support for the Health Care Ratings Team**

- Assist the team in testing scoring algorithms, report generators, and online applications such as the Online Survey Tools and the CPOE Evaluation Tool
- Assist the team in analyzing program results used in reports and presentations
- Perform ad hoc data analysis related to new and existing programs as needed
- Other general program support as appropriate

#### **Required Qualifications**

- A passion for Leapfrog's mission to improve the safety and quality of health care in the United States
- Excellent written and oral communication skills
- 1-2 years of work experience and proven accomplishments in the field of health care, performance measurement, or measure development.
- Intermediate to advanced knowledge of Microsoft Word, Excel, and PowerPoint
- A proven ability to thrive in a small-team environment and work side-by-side with other staff and consultants
- An ability to initiate projects and manage multiple assignments
- An ability to provide professional and expert service to constituents
- A bachelor's degree in a related field

#### **Preferred Qualifications**

- A master's degree in a related field
- Experience with health care quality measurement

#### **Terms of Employment**

This will be a full-time position based in the Washington, DC office. A competitive salary will be offered, reflective of the chosen candidate's experience and training. The Leapfrog Group offers its employees a comprehensive and highly competitive benefits package, including health, dental/vision, disability, and life insurance; a 401(k) with significant employer contributions; transit subsidy; paid vacation and sick time; and paid parental leave.

#### **Application Instructions**

Send a cover letter plus resume *by email only* to [HR@leapfrog-group.org](mailto:HR@leapfrog-group.org) with the subject line Program Coordinator.