



Job Description: Program Coordinator I, Health Care Ratings, 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 I, 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 [Leapfrog Ambulatory Surgery Center \(ASC\) Survey](#).

The Program Coordinator will play a key role within the health care ratings team by providing technical support on Leapfrog's Help Desk for hospitals and ASCs. 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 health care, 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 Leapfrog's Hospital Survey, Hospital Safety Grade, ASC Survey, and Value-Based Purchasing Program

- Provide detailed, well-written technical assistance to hospitals and ASCs 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)
- Generate standard reports for hospitals using electronic reporting tools
- Review facility documentation as part of Leapfrog's ongoing data verification efforts

2. Assist with the research, planning, and updates to the Leapfrog Hospital Survey and Leapfrog ASC Survey content and online applications to ensure that Leapfrog's ratings' programs maintain the highest standards for data collection.

- Develop, maintain, and archive program documents including hard copies of Survey materials, fact sheets, and supporting materials
- Maintain and update website content for the Leapfrog Hospital Survey, Hospital Safety Grade, and Leapfrog ASC Survey
- Act as liaison to one or more of Leapfrog's technical expert panels including maintaining panel rosters, scheduling meetings, developing agendas, taking and distributing notes, and performing research and analysis requested by expert panelists



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
- An 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
- Experience with customer/client support

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; and paid vacation, sick time, and paid parental leave.

Application Instructions

Send a cover letter plus resume *by email only* to HR@leapfroggroup.org with the subject line Program Coordinator I.