

Johns Hopkins School of Medicine
Department of Medicine Associate Vice Chair for Ambulatory Quality and Safety
Job Description
March 2021

Overview:

The Department of Medicine (DOM) Associate Vice Chair for Ambulatory Quality and Safety (AVCAQS) is responsible for overseeing the interdisciplinary quality improvement, safety, service, and value (collectively, “Quality/Safety”, QS) activities of DOM ambulatory practices. This includes, but is not limited to, ensuring local ambulatory practice leaders and Divisional leaders set and implement annual QS plans which align with Johns Hopkins Health System ambulatory QS priorities. Working with the DOM Vice Chair of Quality and Safety (VCQS) and Vice Chair of Ambulatory Operations (VC Ambulatory Ops), the AVCAQS represents the DOM in hospital and health system (Office of Johns Hopkins Physicians) reporting and discussions about ambulatory QS, and the AVCAQS serves as a resource on ambulatory QS to providers, staff, and leaders throughout the department. When appropriate, the AVCAQS will facilitate discussions with ambulatory leaders from other SOM departments and with non-School of Medicine JHHS providers and staff.

I. Required activities:

The following are expectations of work scope for the AVCAQS

Quality Improvement / External Metrics: The AVCAQS, in collaboration with ambulatory clinic leaders, DOM leaders, and JHM Ambulatory teams coordinates quality improvement activities for DOM ambulatory practices in keeping with JHM National Leader strategy goals.

- Ensures local clinical leaders and Divisional leaders set annual external metric goals and action plans that are feasible, respond to the greatest areas of opportunity, and are in line with JHHS ambulatory QS goals.
- Closely monitors departmental performance on external metrics including HEDIS, MIPS, MD PCP, Medicare Advantage Stars, and others, and ensures Departmental and Divisional leaders are aware of critical results
- Facilitates communication between clinic, division, and department leaders and entity-level (e.g. Johns Hopkins Hospital) and system-level (Office of Johns Hopkins Physician) ambulatory QS leaders
- Learns local clinics’ administrative structures and helps these clinic leaders create teams and plans to address QS
- Utilizes and promotes robust process improvement as QI methodology or framework (e.g. “Plan-Do-Study-Act”)
- Participates in cross departmental or collaborative institutional improvement activities

Safety / Internal Risk: The AVCAQS ensures clinic and division teams are identifying and mitigating risks and working to improve safety culture in ambulatory practices.

- Ensures local clinical leaders and divisional leaders are appropriately responding to ambulatory safety event reports, including formal root cause analyses where indicated
- Participates in risk reduction teams, as appropriate, to address risky processes and systems that affect multiple ambulatory clinics
- Ensures clinic leaders are promoting safety event reporting and a robust safety culture

- Supports and expands ambulatory practice CUSP teams with the goal of 100% of clinic locations participating

Patient and Family Centered Care: The AVCAQS works with clinic leaders, other DOM leaders, JHM Ambulatory teams and Service Excellence Department staff to foster an environment of patient and family centered care.

- Monitors ambulatory Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey scores (including Clinician and Group CAHPS and Outpatient Ambulatory Surgery CAHPS) and their impact on the Department
- Ensures local clinical leaders are engaging front-line staff and physicians in improving patient experience
- Ensures responsible leaders are evaluating physician and staff-related complaints

Value: The AVCAQS works with clinic leaders, other DOM leaders, and JHM Ambulatory teams to promote high value care in DOM ambulatory practices.

- Assists local clinic leaders in adopting care standardization and decision support tools to reduce unnecessary utilization of labs, drugs, imaging, and supplies
- Promotes programs to reduce unnecessary utilization including ED visits, hospitalizations, and hospital readmissions.

Education: Serves as a resource to trainees and junior faculty and staff who are interested in improving ambulatory QS. This includes mentoring and advising staff and speaking to groups.

Meeting participation: Under the direction of, and in partnership with, the VC QS and VC Ambulatory Ops, the AVCAQS attends Departmental and Health System meetings in order to monitor performance and determine priorities for DOM ambulatory practices and in order to represent the DOM within the health system. Attendance at specific meetings will be determined over time, but some examples include:

- DOM Quality Improvement Committee (quarterly attendance at these monthly meetings)
- DOM Clinical Affairs Planning and Strategy (monthly or quarterly, time permitting, and in partnership with the VC Ambulatory and the VCQS)
- DOM Ambulatory QS monthly strategy meetings
- DOM Vice Chairs monthly meetings
- JHHS Ambulatory Quality and Safety meetings:
 - JHH Ambulatory Services Department (twice monthly)
 - Office of Johns Hopkins Physicians (monthly)
 - JHCP Board Meetings (proposed activity as a liaison to JHCP, quarterly)

II. Candidate Selection and Qualifications:

The Director of the DOM and the Director's designees will assess potential AVCAQS candidates.

Qualifications of the position include:

- Academic Rank / Experience
 - Associate Professor, or above, OR
 - Assistant Professor with MPH (or related degree), OR a minimum of 5 years of experience
- Academic work focuses on quality and patient safety

- Documented quality and safety training (e.g. Lean training) considered helpful
- Primary care experience considered helpful

III. Time Commitment, Funding, Review, and Accountability

The AVCAQS reports jointly to the DOM VCQS and to the VC Ambulatory Ops. The AVCAQS receives administrative and data analytics support from within the DOM and from OJHP staff.

Based on departmental fiscal year goals, the DOM Director and the Director's Designees will annually review AVCAQS performance based on quantifiable goals and requirements.

Appointment to the position will be renewed based on annual review. It is anticipated that the AVCAQS will devote 25% effort to this role.

IV. Application

Interested individuals should submit a cover letter that outlines their qualifications, their vision for the AVCAQS post, and a plan for what activities and commitments would be reduced in order to accept this position together with a letter of support from their Division Director, three letters of reference, and an updated CV to

Mark E. Anderson, MD, PhD
William Osler Professor of Medicine
Director, Department of Medicine

C/O Helen Harrison, nharri35@jhmi.edu