

JOB DESCRIPTION

JOB TITLE: Senior Health Systems Engineer

JOB CODE: 4965

GRADE: 24

FLSA STATUS: Exempt

DEPARTMENT: Quality and Patient Safety

REPORTS TO: Director, Process Improvement

EFFECTIVE/UPDATE DATE: November 2017

POSITION SUMMARY:

Dana-Farber Cancer Institute brings together world renowned clinicians, innovative researchers and dedicated professionals, allies in the common mission of conquering cancer, HIV/AIDS and related diseases. Combining extremely talented people with the best technologies in a genuinely positive environment, we provide compassionate and comprehensive care to patients of all ages; we conduct research that advances treatment; we educate tomorrow's physician/researchers; we reach out to underserved members of our community; and we work with amazing partners, including other Harvard Medical School-affiliated hospitals.

OVERVIEW:

The Senior Health Systems Engineer leads process improvement projects focusing on improving quality and patient safety for the Institute. The Senior Engineer acts as a subject matter expert in process improvement tools and techniques. He/She will serve as a resource to staff throughout the Institute in creating reliable, efficient processes. He/She will work closely with team members to ensure completion of process improvement initiatives on time and within budget.

MINIMUM JOB QUALIFICATIONS:

- Bachelor's degree required, Master's degree preferred with formal training in engineering and management or relevant experience.
- 4-5 years of professional experience.
- Demonstrated process engineering expertise, especially related to the application of industrial engineering and operations research tools and techniques.
- Experience working in healthcare process improvement preferred.
- Demonstrated project management skills and experience.
- Experience managing and implementing change, particularly within quality and process improvement.

PRIMARY DUTIES AND RESPONSIBILITIES:

- Work with leadership in the Quality and Patient Safety Department, including the Chief Quality Officer and the Vice President of Quality and Patient Safety, to plan and execute high priority initiatives.
- Partner with stakeholders throughout the Institute to plan and execute process improvement initiatives
- Collaborate with team members and academic institutions to support projects
- In collaboration with the Director, develop and deliver curriculum for staff process improvement training programs.
- Act as a subject matter expert in process engineering for Dana Farber Cancer Institute.
- Prepare effective communication to inform the department and institute about improvement initiatives and success.
- Coach project stakeholders on planning and implementing effective workflow support and data capture strategies.

- Interact frequently with senior leaders, staff, and other clinical staff to effectively implement process improvement initiatives.
- Collect, organize, and summarize materials for presentations.
- Present project data, analyses, and updates to key stakeholder groups independently, as requested.
- Establish and nurture productive academic relationships with universities and institutes around the city to enhance collaboration through industrial engineering and operations research related engagements.
- Onboard and supervise junior staff and graduate and undergraduate students through various assignments like coop programs and internships.
- Perform all other related duties as required.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

- Familiarity with Lean, Six Sigma, PDSA, Rapid Cycle Process Improvement, or other management methods
- Excellent organizational skills with a strong focus on details
- Demonstrated change management and stakeholder engagement skills
- Demonstrated project management oversight skills and experience.
- Experience in managing and implementing change, particularly quality improvement, process improvement, or pay for performance.
- Exceptional written and oral communication abilities
- Strong analytical and critical thinking skills
- Ability to manage multiple projects
- Ability to work effectively with technical, clinical and operational staff
- Quantitative Modeling: functional knowledge of Queuing, Optimization, and Discrete Event Simulation models

PATIENT CONTACT: None

SPECIAL WORKING CONDITIONS

<p>External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case-by-case basis.</p>

DISCLAIMER: (THIS WILL REMAIN FOR ALL JOB DESCRIPTIONS)

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. Requirements are subject to possible modification to reasonably accommodate qualified individuals with disabilities. This document does not create an employment contract, implied or otherwise, other than an “at will” employment relationship.