



Job Title: Director Health Equity & Patient and Family Engagement

Reports to: Vice-President, Quality Improvement

Classification: FLSA Status- Full-time/Exempt/Salaried (32 hours)

Effective Date: 12/22/2022

Job Summary:

The Director Health Equity & Patient and Family Engagement collaborates with hospital and health system partners to support the implementation of policies, practices, interventions and trainings to advance equitable health care delivery throughout NH. Recognizing the interplay between equity and patient and family engagement, the director works to bring the voice and perspective of patient and family lived experience into these implementations and beyond. The Director provides technical assistance and coaching in these areas to hospitals throughout New Hampshire and assists them in understanding and supporting initiatives that support all people, with a focus on marginalized populations. In addition to supporting hospitals, the Director partners internally with other FHC programs and externally with other organizations working to advance health equity to align strategies for impact, promote partner tools and interventions, and identify opportunities for collaboration.

Essential Duties/Responsibilities:

- Provide Health Equity and Patient and Family expertise to hospitals/health systems.
- Prepare hospitals to be compliant with CMS equity quality measures, TJC accreditation standards and other health equity measures and regulations that arise.
- Develop and implement a hospital engagement plan that introduces them to the 'Rise to Health' national coalition for equity in health care as well as health equity best practices and evidence-based tools and research.
- Collaborate with internal and external partners on grants and projects related to health equity and patient and family engagement.
- Produce resources to assist partners with interventions (toolkits, model policies, FAQ, workplans, etc.).
- Convene shared learning forums for peers between health systems.
- Develop and deliver trainings.

Required Skills/Abilities:

- Thorough understanding of structural inequities and ability to identify opportunities and strategies to change systems, policies, practices, and environment.

- Knowledge, skills and experience in effective patient and family engagement strategies with appreciation for the insights of people with lived experience, especially those from historically marginalized groups.
- Understanding of the interplay between social determinants of health and patients' capacity to navigate health care systems and achieve positive outcomes.
- Excellent problem-solving skills.
- Excellent facilitation, communication, and collaborative skills.
- Ability to create inclusive, trusting relationships with a keen ability to listen and value diverse perspectives and values.
- Ability to work in diverse teams with competing priorities.

Education and Experience:

- Master's Degree in health care or social justice related field.
- Five or more years working in health equity programming, health care quality improvement, patient and family engagement, or related field.
- Lived experience relevant to this role will also be considered and can supplement for educational experience.

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer.
- Must be able to drive a motor vehicle for occasional travel.
- Occasional support of office environment could include lifting up to 20 pounds, ascending/descending ladders and moving equipment.

Travel Requirements:

- Travel may include in-state and out-of-state locations with occasional overnights, frequency of which may vary depending on job requirements.

Disclaimer: This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned at any time with or without notice.

Interested candidates may apply by supplying a cover letter and resume to info@healthynh.org.