

Position Title: Division Director
Office: Federal Tort Claims Act Division, Office of Quality Improvement, Bureau of Primary Health Care
Supervisor's Title: OQI Office Director
Duty Station: Rockville, Maryland
Grade/Rank and Series: GS-685-15 or Commissioned Corps equivalent
Bargaining Unit Status: Non-Bargaining

OVERVIEW

The Federal Tort Claims Act Division provides leadership and oversight of patient safety and risk management activities for over 1,200 health centers and over 200 free clinics participating in BPHC's Federal Tort Claims Act (FTCA) medical malpractice liability program. The Division Director exercises authority in directing policy for a national program (i.e., the FTCA Program). Areas of responsibility include program management, program monitoring/performance, and technical assistance. Decisions and actions have a direct and substantial effect on the Health Center Program and related stakeholder organizations. The Division's work impacts HRSA's headquarters and/or regional operations/programs, several BPHC-wide programs/activities, and large segments of the Nation's population; and receives frequent Congressional and media attention.

RESPONSIBILITIES

- Develops and oversees Health Center and Free Clinic Program policies and operations, including deeming application and review processes.
- Oversees the FTCA medical malpractice claims management process, including collaborating with the Department of Justice, HHS, and FTCA program participants. Coordinates FTCA program activities within HRSA and HHS, and with other Federal agencies, State and local governments, and other public and private organizations.
- Develops and implements patient safety, quality assurance, and risk management technical assistance based on program data and information.
- Reviews clinical, quality improvement, risk management, and patient safety activities to improve policies and programs for primary health care services, including clinical information systems.
- Leads and/or participates in OQI, BPHC, and HRSA workgroups to develop innovative, data-driven options for advancing the work/mission of the Bureau.
- Establishes and monitors key performance metrics to ensure that products, processes, and technical assistance activities are high quality, clearly communicated, and responsive to the needs of both internal and external stakeholders.
- Provides timely and appropriate responses to information requests from HRSA, HHS, OMB, and Congress.

EXPECTED RESULTS

- FTCA Program policies and guidance documents issued are consistent with all applicable laws and regulations.
- BPHC patient safety and risk management initiatives support improvement across health centers, increasing the overall value and impact of the Health Center Program.
- Technical assistance resources for patient safety and risk management are based on program data and information about health center and free clinic needs relative to patient safety and risk management.
- Division products, processes, and technical assistance activities are high quality, clearly communicated, and responsive to the needs of both internal and external stakeholders.
- Subordinate staff and managers are prepared with the appropriate knowledge, skills, and abilities to accomplish Division results and support broader OQI functions and results, as needed.

- Division systems and processes support a responsive, innovative, agile, and team-based work environment that holds staff accountable for the results of their assigned work; foster collaboration within and across teams and other BPHC divisions; and provide support for ongoing staff professional growth and development.

PREFERRED EXPERIENCE AND COMPETENCIES

- Expertise and a minimum of 5 years of experience in the operation of public health or health-related programs
- Minimum of 2 years of experience successfully advising senior level officials
- Expertise in patient safety and risk management in community based primary care programs serving underserved and vulnerable populations
- Formal training in clinical care delivery, healthcare administration, or public health
- Proven ability to manage, organize, and prioritize multiple concurrent, complex projects efficiently and effectively
- Proven ability to collaborate across organizational units and levels to accomplish program goals
- Strong ability to analyze quantitative and qualitative data and information from various sources to determine needs and create solutions
- Excellent oral and written communications, presentation, and persuasion skills
- Ability to foster strong working relationships built on mutual trust and respect
- Proficient in Microsoft Office (Word, Outlook, Excel, PowerPoint, and SharePoint)