PERFORMANCE EXCELLENCE FACILITATOR
Performance Measurement & Improvement

Job Opening # 2781

Hennepin County Medical Center is repeatedly named one of America's Best Hospitals by U.S. News and World Report. Located in the heart of the Twin Cities of Minneapolis and St. Paul, Minnesota, we're a dynamic academic medical center with 446 hospital beds (more than 100 in ICUs) and 16 operating rooms. We're Minnesota's first and largest Level 1 Trauma Center, and offer career opportunities in a setting where teamwork is not just talked about - it is practiced every day. Our mission as "a public teaching hospital that provides outstanding health care services in an environment which promotes excellence in education and research," is the inspiration for the care we provide. Our diverse workforce creates an environment that fosters collaboration and commitment to our patients.

The Performance Excellence Facilitator is a full time position that will serve as a change agent for the organization by stewarding HCMC's Performance Improvement initiatives. This position works directly with the Performance Excellence Manager and acts as a liaison between the Organization and the Performance Improvement Department.

Interested applicants may apply online by visiting www.HCMC.JOBS

Specific responsibilities include:

- Work in collaboration with the Performance Excellence Manager to prioritize, plan, and execute on the Organization's Performance Improvement needs.
- Participate in the development of performance improvement strategy and performance improvement project plans.
- Solicit and contribute suggestions for improvement opportunities throughout the organization.
- Participate in assessment of improvement opportunities and selection of projects.
- Facilitate performance improvement efforts utilizing Lean tools and techniques, PDSA, and other improvement approaches.
- Coordinate multiple projects, manage timelines. Attention to detail and deadlines is imperative.
- Coordinate logistic management details for teams.
- Provide formal reporting documentation that tracks data, metrics, and action plans for improvement efforts; some analytic ability necessary.
- Work in collaboration with Lean Value Stream Steering Committee Chairs to ensure monitoring of Value Stream activities for sustainment, report on open issues from Lean Rapid Improvement Events on a continuous timely basis, and assist with communicating results throughout the organization.
- Assist with development and deployment of organization's Performance Improvement communication, training plans, and tools.
- Develop expertise in process improvement methods and mentor others.
- Provide formal and informal training to team members in process improvement concepts and tools.
- Participate in developing and maintaining performance improvement training and educational materials.
- Manage best practice sharing and cross participation within the organization.
- Perform other related duties as assigned.

The Qualifications for this position are:

- Bachelor's Degree required, Master's Degree preferred; Industrial Engineering, Business, Healthcare Administration, Finance, or Clinical Operations type field.
- At least 3 years of experience in a healthcare environment with working knowledge of major hospital care delivery, ancillary, support, and financial processes. Equivalent experience in organizational process improvement or lean/six sigma experience will be considered.
- Working knowledge of Lean, Six Sigma, PDSA, and other process improvement methodologies and tools, with a continual willingness to learn.

The Ideal candidate will have Lean methodology experience along w/ Industrial Engineering background.

• Must possess excellent communication, organization and leadership skills.
• Must have excellent interpersonal skills to be able to collaborate with people at all levels in a matrix organization.
• Must be self-motivated and have well-developed problem-solving skills.
• Must demonstrate analytic and project management skills, and have experience using Outlook and Microsoft Office suite.

Please Note: external applicants receiving offers of employment from Hennepin County Medical Center must provide data for a Criminal Background Study; all offers of employment are conditional and are contingent upon successful completion of this study.