



Vermont Program for Quality in Health Care, Inc.

Quality & Program Specialist

Full-time, Exempt | Hybrid

The Vermont Program for Quality in Health Care (VPQHC) is seeking a highly organized, collaborative, and dynamic **Quality & Program Specialist** to support the successful implementation of statewide healthcare quality improvement initiatives. This unique hybrid role combines expert project management with applied quality improvement, serving as both a program implementation lead and a quality improvement resource across multiple initiatives. Working closely with Quality Improvement Advisors, Project Managers, and Data Strategy & Analytics staff, the Quality & Program Specialist will lead complex project coordination, facilitate stakeholder engagement, support quality improvement implementation, coordinate statewide trainings and learning collaboratives, and help translate evidence-based improvement strategies into successful execution. The ideal candidate is equally comfortable managing detailed project plans and timelines as they are facilitating meetings, supporting healthcare organizations, and advancing quality improvement efforts.

Key Responsibilities

Project & Program Management

- Lead the day-to-day management of multiple complex healthcare quality improvement initiatives from planning through implementation and evaluation.
- Develop, maintain, and monitor comprehensive project plans, workplans, timelines, deliverables, budgets, risks, and milestones.
- Serve as an expert user and champion of Monday.com, maintaining project dashboards, workflows, reporting, and organizational project management systems.
- Prepare and maintain project budgets, budget tracking tools, and financial monitoring reports to support effective grant and contract management.
- Track project expenditures, staff time, and resource utilization to ensure accurate timekeeping, budgeting, reporting, and compliance with grant and contractual requirements.
- Coordinate internal project team meetings and external stakeholder meetings, ensuring agendas, action items, documentation, and follow-up activities are completed efficiently.
- Coordinate work across multidisciplinary teams, healthcare organizations, consultants, and state partners to ensure projects remain on schedule and achieve contractual deliverables.
- Identify implementation barriers and proactively develop solutions to maintain project momentum.



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Quality Improvement Support

- Support the implementation of evidence-based quality improvement initiatives across healthcare settings.
- Partner with Quality Improvement Advisors to assist healthcare organizations in applying quality improvement methodologies and best practices.
- Reinforce consistent use of improvement tools including the Model for Improvement, PDSA cycles, Lean principles, Clinical Microsystems, and other evidence-based approaches.
- Support implementation coaching, technical assistance, and follow-up activities with participating organizations.
- Assist with development of quality improvement resources, implementation guides, toolkits, and educational materials.

Facilitation, Education & Learning Collaboratives

- Coordinate and facilitate statewide learning collaboratives, trainings, workshops, webinars, and stakeholder meetings.
- Manage all logistical aspects of educational programming, including agendas, registration, materials, speakers, technology, and evaluation.
- Support delivery of quality improvement education across VPQHC initiatives.
- Facilitate project meetings, implementation teams, workgroups, and collaborative discussions.
- Foster strong engagement among participating healthcare organizations and partners.

Stakeholder Engagement

- Develop and maintain trusted relationships with healthcare organizations, clinicians, state agencies, and community partners throughout Vermont.
- Serve as a primary point of contact for assigned initiatives.
- Support communication, collaboration, and coordination across diverse stakeholder groups.
- Represent VPQHC professionally in meetings, collaborative activities, and public events.

Data, Reporting & Continuous Improvement

- Monitor project performance, milestones, and quality improvement metrics.
- Partner with the Data Strategy & Analytics team to support data collection, reporting, and evaluation activities.
- Prepare project reports, dashboards, grant deliverables, presentations, and executive summaries.



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- Identify opportunities to improve project management processes, organizational workflows, and program effectiveness.

Qualifications Required

- Bachelor's degree in public health, healthcare administration, nursing, health sciences, project management, or a related field (Masters preferred).
- Demonstrated experience managing complex healthcare or public health projects.
- Experience supporting or leading healthcare quality improvement initiatives.
- Strong project management expertise, including development and management of detailed workplans, timelines, and deliverables.
- Experience using **Monday.com** or comparable project management software.
- Experience facilitating meetings, trainings, or learning collaboratives.
- Excellent organizational, communication, and relationship-building skills.
- Ability to successfully manage multiple complex initiatives simultaneously.

Preferred

- Experience working with hospitals, primary care, behavioral health, or community-based healthcare organizations.
- Knowledge of healthcare quality measurement and regulatory frameworks.
- Familiarity with quality improvement methodologies (Model for Improvement, PDSA, Lean, Clinical Microsystems, etc.).
- Project Management Professional (PMP) certification or equivalent project management training.

To apply please submit your cover letter and resume to Caitlin Britt (caitlinb@vpqhc.org).