



Position Title:
EXECUTIVE DIRECTOR

Carol Milgard
Breast Center



CHI Franciscan | MultiCare | TRA-MINW Collaboration

Thank you for your interest in the Executive Director position for the Carol Milgard Breast Center (CMBC). The Executive Director plays a critically-important role in assuring that the mission and operations of the center are carried out in an effective and compassionate manner, in conjunction with key stakeholders.

The materials that follow in this packet provide a high-level overview of the position, a more detailed job description, and a brief history/description of CMBC. All of these materials will be relevant to your application.

To apply for this position, please visit the TRA-MINW web site www.tra-minw.com and follow the instructions there for entering your information.

The application process requires, in addition to the detailed information requested on the web site, a current resume and cover letter. In your cover letter, please clearly describe how your experience and background demonstrate your ability to perform the requirements of this position, and why you feel you are the most qualified candidate at this time.

Additionally, please be sure to give specific examples of how you have used your experience to:

- Work with high level stakeholders who have varying perspectives and interests, to facilitate, reconcile and align their approaches
- Work effectively in sharing leadership with diverse communities in pursuit of common goals
- Design and implement fundraising programs and motivate/support volunteers and prospective donors
- Address a range of strategic and competitive challenges, “vet” options, identify innovations
- Learn and communicate clinical information effectively to a wide range of people

Applications that are received by June 15, 2018 will receive full consideration. It is anticipated that final interviews will be held by late June, with a decision soon after.

For further information regarding the submittal of your application through the TRA HR portal, please contact Kassandra Crabb, HR Generalist, at TRA-MINW, 253 761.4200, Ext 1041, or KCrabb@tranow.com. For general questions regarding the search process, please contact Sally Perkins, Practical Solutions (consultant for the search process) at (253) 572-1170.



THE POSITION

AUTHORITY AND REPORTING

The CMBC Executive Director reports to the Leadership and Strategy Committee, comprised of executive-level representatives of the three CMBC partners: CHI Franciscan Health (CHI), MultiCare Health System (MHS) and TRA-MINW. The ED works closely with all of the key players listed below, to understand and communicate a wide range of perspectives and to help align competing interests on behalf of CMBC.

WORKING RELATIONSHIPS

- » CHI Franciscan Health
- » MultiCare Health System
- » TRA-MINW
- » CMBC Board of Directors
- » CMBC Clinical Staff (Oversight)
- » Breast Health Advocacy Groups
- » FaithHealth in Action Churches
- » Leaders in Women's Health
- » Funders and Donors
- » Health System Foundation Staff
- » Other Key Community Partners

MINIMUM QUALIFICATIONS

- » Master's degree in business preferred, bachelor's degree required; prefer health administration or another related field.
- » 5+ years progressive management experience, including non-profit and/or health organization experience.
- » Experience in management of community-based services, including staffing and supporting a Board of Directors, and community outreach initiatives.
- » Experience in strategic planning.
- » Experience in clinical service expansion and innovation.
- » Experience in building and growing a robust, comprehensive fundraising program.
- » Marketing experience preferred.

COMPENSATION AND BENEFITS

A competitive compensation and benefits package will be provided for the right candidate with the right skills, background and track record.

CANDIDATE REQUIREMENTS



The ideal candidate will demonstrate the following professional competencies:

- » Strategic and innovative thinking capabilities
- » Management of multiple priorities, issues and relationships
- » Effective and constructive oral and written communication skills with a wide range of people
- » Ability to facilitate a range of perspectives and develop creative options to help align them
- » Ability to abstract and organize information, reach sound conclusions
- » Ability to delegate, coach and support staff people and colleagues
- » Ability to build respectful and collegial relationships with a variety of people and groups throughout the community
- » Ability to carry out and teach excellent customer service skills
- » Ability to encourage, support and motivate volunteers in fund-raising efforts
- » Strong organizational and time management skills

The ideal candidate will possess the following personal attributes:

- » Strong interpersonal skills to handle sensitive and confidential business and patient information and multiple professional relationships
- » High standards of performance, ability to self-reflect and self-educate
- » Professional demeanor
- » Strong critical thinking skills
- » Eagerness to go out into the community to engage with a wide range of people
- » Healthy sense of humor
- » Passionate about serving women (and men) with top quality breast health services
- » Culturally responsive and versatile; committed to health equity

TRA-MINW

Job Description

Position Title: Executive Director, CMBC
Reports To: Leadership and Strategy Committee
Department Name: CMBC
FLSA Code: Exempt

Organizationally, this position is housed at TRA-MINW and covered by TRA-MINW's personnel expectations and policies. To enjoy successful employment with TRA-MINW you must exhibit a strong work ethic and conduct yourself with honesty and integrity in all aspects of your position. Be able to conduct our business, keeping patients as our central focus. Stay familiar with and adhere to company Standards of Behavior and Code of Conduct Policy, while always being sensitive to confidentiality. Understand that accuracy, professionalism, thoroughness and compliance with specifications according to departmental and company expectations, are requirements of your position. Be aware and listen to the needs of the patient or customer, whether inside or outside the company and respond to those needs; use collaborative solutions in problem solving as appropriate; deliver work product and services in a way that reflects the company's mission, vision, and values.

Job Summary: This position is responsible for overseeing the development of both clinical and non-clinical operations of the Carol Milgard Breast Center (CMBC). The Carol Milgard Breast Center is a joint venture of the CHI-Franciscan and MultiCare Health Systems, and is overseen by the Leadership and Strategy Committee, which consists of Owners' Representatives of the two Health Systems and the CEO of TRA-MINW, the operating partner for the joint venture.

The focus of the position is on continued development and execution of the breast center's mission and vision- providing superior breast health screening and diagnostic services to all members of the community. The incumbent will work collaboratively with TRA-MINW Leadership and CMBC's Medical Director, and will be the primary point of contact between the breast center and CMBC's Leadership and Strategy Committee. This individual will be a key spokesperson for the breast center in multiple public forums including community outreach and promotional events, meetings, national arenas, and fundraising activities.

Essential Job Functions: Directs the clinical (through oversight of the CMBC Clinical Director) and non-clinical operations of the CMBC.

Mission-related activities:

1. Supports and maintains the extensive outreach programs and services intended to fulfill the breast center's mission, including the efforts of CMBC in addressing disparities in clinical outcomes for specified groups of women.
2. Builds and supports a robust philanthropy program to benefit programs of the breast center. Monitors and supports this program through direct fundraising in the community.
3. Oversees primary relationships with key funders.

Governance-related activities:

4. Establishes and maintains positive working relationships with CMBC community Board members.
5. Oversees all the governance structures that are in place for the Joint Venture of CMBC; organizes and conducts Board of Directors' meetings and all governance subcommittee meetings, including the L&S Committee.

6. Has fiscal responsibility for the breast center. Develops and monitors the breast centers forecasted-budget with L&S Committee, TRA-MINW CFO, and the CMBC Medical and Clinic Director input.

Clinical operations activities:

7. Directs the clinical operations of the breast center through oversight of the CMBC Clinic Director.
8. Acts as the primary representative of the center in meetings and activities associated with the development and ongoing operation of the breast center, in consultation with collaborative partner.
9. Supports the continued refinement/evolution of the vision for CMBC's patient-focused services.
10. Works with CMBC Medical Director and Clinic Director to ensure the timely delivery of screening and diagnostic services according to established quality and service benchmarks.
11. Keeps Medical Director apprised of key issues.
12. Develops and publishes the performance metrics required to operate a successful breast health center and to keep owners apprised of financial, clinical, and customer satisfaction performance.
13. Facilitates owner issues to identify and resolve clinical and operating issues that evolve from joint ownership of the breast center.
14. Oversees and builds a vibrant marketing program to increase patient volumes and community physician satisfaction.
15. Monitors and reports the ongoing administrative and clinical operations of the center.

Professional development responsibilities

16. Maintains professional expertise in all areas of responsibility and participates in professional organizations.
17. Contributes to the success of the organization, keeping current on new developments within the industry.
18. Performs other duties as assigned.

Qualifications:

Education/Work Experience

- Master's degree in business preferred, bachelor's degree required in health administration or another related field.
- 5+ years progressive management experience, including non-profit and/or health organization experience.
- Experience in management of community-based services, including staffing and supporting a Board of Directors, and community outreach initiatives.
- Experience in strategic planning.
- Experience in clinical service expansion and innovation.
- Experience in building and growing a robust, comprehensive fundraising program.
- Marketing experience preferred.

Job Knowledge/Skills

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

- High-level of interpersonal skills to handle sensitive and confidential information situations, and documentation;
- Ability to manage multiple tasks and meet deadlines, self-motivate, self-educate;
- Strong organizational skills
- Excellent interpersonal skills and effective communication skills with capability to build trust and respect within the company, with the two Hospital Systems, and with diverse groups in the community. Ability to interact effectively with physicians, patients, administrators and the public to represent TRA-MINW and the Carol Milgard Breast Center in a positive and professional manner.
- Demonstrated ability to abstract pertinent information, reach sound conclusions, use good judgment in a variety of situations and using various sources including financial and/or operational reports
- Ability to demonstrate effective customer service skills.
- Communicate skillfully and professionally—orally and in writing--with stakeholders, other medical facilities, patients, and customers.
- Ability to work effectively with diverse stakeholders with varied perspectives and goals, to achieve alignment for actions to be taken.
- Ability to manage multiple tasks and carry out instructions effectively.

Physical Requirements

Work is classified as sedentary in physical requirements. Requires the ability to lift/carry 1-5 pounds frequently, occasionally 10 pounds maximum. Position requires the ability to travel to other work sites and to community functions. The person in this position will need to provide their own vehicle and hold a current WA State drivers license.

Mental Requirements

Work requires high attention to detail and the ability to handle mentally stressful situations. The ability to maintain high level of sensitivity and professional judgment towards confidential information is also required.

Working/Environmental Conditions

Work environment consists of normal office or administrative working conditions. There may be exposure to communicable diseases. There will be limited exposure to ionizing radiation.

Employee Signature

Date

Employee Print Name

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ABOUT THE CAROL MILGARD BREAST CENTER

Since 2009, The Carol Milgard Breast Center (CMBC) has offered specialized breast imaging care in our technologically advanced facility. Our radiologists and staff not only specialize in breast imaging, but also enjoy close partnerships with area physicians and our patients' referring providers. The result is high-quality, patient-centered care in which we treat each patient with great compassion, respect and dignity.

In 2017, CMBC provided 26,400 screening mammograms, 12,500 diagnostic mammograms, 9,600 ultrasounds, 2,850 biopsies, 1,100 breast MRIs, and 7,000 bone density screenings. Our Bridging Care program assisted 457 women who needed additional diagnostic testing. The Spiritual Care Program had a total of 631 encounters with patients and their families. We continued our community outreach program, FaithHealth in Action, by enrolling an additional 4 churches into our program. CMBC participated in over 22 community health fairs and events to provide breast health and wellness education programs for the community.

OUR MISSION

As a non-profit organization, our mission is to provide sustainable breast health services to all women in our community, in a caring environment that fosters confidence, comfort, peace and dignity for each individual we serve. We are particularly proud of our commitment to providing potentially lifesaving care for under-served women—regardless of their ability to pay for services. To ensure that all women have better access to mammography services, we look for support from individuals and community partners to help us fund outreach efforts and provide financial assistance for screening mammograms.

OVERSIGHT AND GOVERNANCE

The CMBC Leadership and Strategy (L&S) Committee is responsible for overseeing the governance of the breast center and for approving policies, budgets, and providing the strategic direction of the organization. L&S Committee members include key representatives of MultiCare Health System, CHI Franciscan Health, Carol Milgard Breast Center, and TRA-MINW. The L&S Committee oversees the work of subcommittees addressing quality, compliance, marketing, finance, and IT.

As a non-profit and mission-driven breast health center, in addition to the high-quality specialized care that we offer in a technologically advanced facility, we work closely with women in under-served communities to address disparities in access to screening and outcomes. We offer multiple outreach events for women who might not otherwise receive mammograms and we partner with African American churches in our FaithHealth in Action initiative to reduce disparities for African-American women. Recently we have expanded our outreach to the Latina community.

OUR COMMITMENT TO THE HIGHEST QUALITY

Our board-certified radiologists are experts in their field with years of experience and training in reading complex images and spotting abnormalities. They focus exclusively on providing breast imaging services which heightens their expertise. They confer with other leading physicians about complex cases. This access to collaboration is not typically available in most mammography service settings.

As the first to provide 3D mammography in Pierce County, CMBC is a leader in effectively using technology for better and more cost-efficient patient care delivery. Digital mammography images are sent immediately to radiologists for interpretation, and reports are typically completed in 24 hours or less. Electronic medical records allow reports and images to be sent directly to our patients' primary care physicians. Patients who have an area of concern on their images can have a diagnostic mammogram as soon as the next day, thus reducing the anxiety women feel while waiting for test results. CMBC provides a number of diagnostic tests (MRI, ultrasound, biopsy) and for women post-biopsy, we offer the Bridging Care program to speed the delivery of their diagnosis. We offer spiritual care and support for women who request it and a quarterly emotional support group for cancer survivors and their caregivers and loved ones.

CMBC provides leadership in our community for breast health services. We convened a local Task Force to address varied (and sometimes confusing) differences in recommended guidelines for screening mammography, and worked with local physicians to develop local screening guidelines that make sense for our community and our patients. At the direction of the Board of Directors, CMBC sponsored, with our local public health colleagues, epidemiological research into health disparities in screening and outcomes for women of color, in particular African-American women. This effort led directly to the formation of Leaders in Women's Health and FaithHealth in Action, both of which seek to assure that women of color, especially African-American women, have information and support for screening and for dealing with diagnosed breast disease.

As part of our commitment to excellent patient care, CMBC pioneered mindfulness training for our clinical staff, to strengthen communication and compassionate interactions with our patients.

To assure that our patients receive the highest-quality services, the Carol Milgard Breast Center has actively sought to meet national accreditation and quality standards. We have received the Breast Imaging Center of Excellence Accreditation from the American College of Radiology, accreditation from the National Accreditation Program for Breast Centers (NAPBC) through the American College of Surgeons, and the Certified Quality Breast Center designation from the National Quality Measures for Breast Centers Program.

LOOKING TO THE FUTURE

As is true in health care in general, the Carol Milgard Breast Center faces uncertainties in the health care environment, including changing reimbursement standards, multiple recommendations for screening frequency, and the ongoing need to provide services in a timely and compassionate manner.

CMBC will continue to encounter new developments in changing technology, both in the technical aspects of radiology and in providing clinical and outreach services. We have the opportunity to assess whether and how to expand our services, and we are addressing leadership transitions in the Executive Director and Medical Director positions. Our operating partner, TRA-MINW, recently completed a merger and is also searching for its new CEO. Our work with communities of color is strong and needs to move increasingly to a solid and sustainable financial footing.

CMBC welcomes these challenges, with our strong staff group and experienced Board of Directors, and with excellent leadership and support from both Hospital Systems and TRA-MINW. We look forward to a bright future with our new Executive Director and our wonderful partners.

For additional information about the Carol Milgard Breast Center, please visit www.carolmilgardbreastcenter.org.