Position Description

**Position:** Senior Manager, Registry Operations  
**Reports to:** Director, Quality & Performance Improvement  
**Department:** Health Policy and Quality Classification: Exempt  
**Created by:** Zuhal Haidari Date: Jan 2020  
**Approved by:** Liz Willson Date: Jan 2020

**Position Summary:**

This position is responsible for managing the daily operations of the SIR’s national quality registry. The Senior Manager, Registry Operations will work with the QPI Registry Oversight committee, the registry vendor and other committees to execute the business and implementation plan.

**Position Functions and Responsibilities**

To perform this job successfully, each essential duty and responsibility must be performed satisfactorily. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions. Other duties may be assigned to meet business needs.

**Essential Functions and Responsibilities**

- Work with the registry vendor and relevant consulting company to manage project plan for the IR Quality registry implementation and subsequent operations.
  - Work with registry vendor and marketing/communications to develop and execute marketing and communications plan.
  - Work with vendor to recruit participants.
  - Anticipate, communicate and provide solutions to any roadblocks to implementation.
- Conduct ongoing assessments of registry objectives.
  - Identify and work to remove barriers to participation for all categories of potential participants.
  - Identify, plan and lead implementation of new features for the IR Quality Registry, new structured reports for the registry, and new avenues of participation in the registry.
- Develop and provide tools and technical support to members and their practices for participation in the registry.
  - Provide customer service and triage participants’ issues
- Work with registry vendor to ensure that the IR Quality Registry complies with all applicable regulations governing its operations.
- Communicate to appropriate internal and external stakeholders on registry activities, features, tools and other developments through the creation of various communication pieces.
- Manage vendor relationships to ensure registry functionality, quality reporting, quality improvement, and operational simplicity, development and functionality.
- Ensure all registry efforts are well-coordinated and communicated across SIR staff, internal departments, and leadership.
• Proactively and collaboratively work across SIR functional areas and external organizations to identify and incorporate existing and emerging clinical practice knowledge, clinical guidelines and standards into the standardized reports and IR registry.
• Work with assigned physician and internal staff teams to support IR registry development, enrollment, operations and outreach.

Secondary Functions and Responsibilities
• Lead and support ad-hoc projects internally
• Consistently demonstrate courteous, cooperative, and helpful behavior to all contacts, internal and external
• Establish and maintain relationships with official agencies such as Centers for Medicare Services, NQF and PCPI to promote quality measures and advocate for inclusion of IR specialty objectives into federal regulation and policy

Knowledge, Skills and Abilities
• Strong project planning, project management, and leadership skills
• Familiarity with medical terminology
• Strong written and oral communication skills
• General knowledge of database structures and/or expert facility with Excel
• Ability to multi-task and successfully manage several objectives simultaneously
• Ability to forge effective cross-functional teams and working relationships, both internally and externally
• Ability to proactively identify issues in registry operations and propose effective resolutions for them
• Attention to detail, organizational skills, and follow-through
• Clinical background or experience preferred

Education:
EDUCATION and EXPERIENCE
• Bachelor’s degree required
• Advanced degree preferred
• PMP (Project Management Professional) Certification preferred

Experience:
• 3+ years’ experience in managing clinical data registries and/or clinical quality improvement projects in a healthcare environment
• 1-3 years’ clinical background and/or experience preferred
• Working understanding and knowledge of the health care industry, federal regulation, private and academic practice environments, and physician performance and quality improvement programs
• Requires project management experience
• Working knowledge of performance measures and measures development
• Expertise with data management
• Experience managing program budgets

Working Conditions/Physical Requirements:
Small, fast paced open office environment with moderate noise levels. Use of phones and computers for extended periods of time. Utilize office equipment and communication technologies for conference calls and teleconference meetings/webinars. Requires general mobility to move through the facility. Ability to lift up to 25 pounds. Frequent interaction with internal staff and physician members/board via phone, in person, email and other mediums. Normal sitting and standing activities for an office environment. Some travel primarily for Annual Meeting.

*This position description should not be construed to imply that the requirements are the sole standards for the position. Incumbents are expected to perform all other duties as required. Please sign below to acknowledge receipt of position description and responsibility for reviewing this document.*

Employee’s Signature: ____________________________ Date: ________________

Manager’s Signature: ____________________________ Date: ________________