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& ASSOCIATES, LLC

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**POSITION DESCRIPTION**  
**PROGRAM OFFICER – DIAGNOSTIC EXCELLENCE – PATIENT CARE PROGRAM**  
**GORDON AND BETTY MOORE FOUNDATION**  
*Palo Alto, CA – November 2018*

**The Opportunity**

The Gordon and Betty Moore Foundation is seeking a Program Officer in its Patient Care Program. The incumbent for this newly created position will refine strategy and make grants in the area of “*diagnostic excellence*” – specifically exploring how to improve diagnostic performance in health care and reduce diagnostic errors for three categories of diseases – cardiovascular events, infections and cancer.

**Patient Care Program**

The Patient Care Program has a national focus currently with two streams of work: providing high quality health care for persons with chronic conditions and functional limitations; and improving patient safety and health care quality through reducing diagnostic errors and promoting diagnostic excellence. For more information about the program, visit: <https://www.moore.org/programs/patient-care>

**Diagnostic Excellence**

The Gordon and Betty Moore Foundation will invest \$85 million during the next six years to improve diagnostic performance through its [Diagnostic Excellence Initiative](#). The initiative aims to reduce harm from erroneous or delayed diagnoses, reduce costs and redundancy in the diagnostic process, improve health outcomes and save lives.

Nearly every American will experience a diagnostic error in their lifetime, sometimes with devastating consequences, as estimated by the National Academy of Medicine in its report [Improving Diagnosis in Health Care](#). Diagnostic errors are the most common cause of medical errors reported by patients, accounting for nearly 60 percent of all errors and an estimated 40,000-80,000 deaths per year. While much of the early attention and work in this field has been focused on diagnostic errors and their harms, we advocate for a new emphasis around the concept of diagnostic excellence which also includes consideration of cost, timeliness and patient convenience.

The initiative's first area of focus is strengthening accountability for diagnostic excellence by helping to develop and validate new measures of diagnostic performance. Starting with measures is important because currently U.S. health care systems are unable to systemically quantify diagnostic performance in real time, which limits organizational learning and improvement. The foundation will focus its measurement work on three categories of diseases that are believed to account for the majority of preventable harm and death resulting from sub-optimal diagnosis (cardiovascular events, infections and cancer).

The Program Officer will lead efforts to identify and fund promising approaches to measuring diagnostic performance in real-world clinical settings. These measures, in turn, will be used to develop and test quality improvements interventions in health care settings, eventually developing models of success that can be replicated throughout the U.S.

### **Key Responsibilities**

The Program Officer, in collaboration with other members of the team, will engage in strategy development, grant development, grants management, internal and external communications and relationship building, and will contribute to the overall effectiveness of the Program. Specific responsibilities include:

#### **Strategy**

- Build solid knowledge of the field and key emerging trends in diagnostic quality and safety. Summarize literature and identify implications for the Program.
- Identify and engage subject matter experts and other stakeholders.
- Build and manage relationships with key players in the health care field.
- Identify “white space” in which foundation funding is needed to achieve our aims.
- Contribute to the ongoing refinement of Program strategies.
- Proactively identify funding opportunities that align with our strategies and can deliver measurable outcomes.
- Develop strategic and operational plans for sub-strategies. Set goals at the sub-strategy level and grant level and measure progress and achievements against those goals.
- Collaborate with program staff, members of the measurement, evaluation and learning team and external partners to periodically evaluate the impact of our grantmaking and identify course corrections in strategy and implementation.

#### **Grant Development and Management**

- Identify new potential grantees; oversee existing grants; build and manage relationships with current and future grantees.
- Take responsibility for ensuring grant success and adaptively manage any challenges that arise.

- Identify and analyze potential grants for impact, feasibility and fit within program strategy. Identify risks to grant success and develop mitigation strategies.
- Coordinate with internal staff to complete grantmaking and monitoring processes.
- Complete internal grant summaries and documentation.

### **Internal and External Communications**

- Periodically communicate both informally and formally about the foundation's activities.
- Partner with Communications Officer to develop materials for the Program.

### **Collaboration**

- Plan convenings, focus groups and other activities as appropriate to enable the field to collaborate towards a common purpose.

### **Program Management**

- Develop and participate in periodic presentations to the foundation leadership and staff.
- Contribute to the development and maintenance of processes and tools to enable the Patient Care Program to operate effectively.

## **Qualifications**

### **Experience and Education**

- A minimum of a Master's degree in a relevant field (Public Health, Health Care Administration, Clinical Research etc.) is required. Clinical degree (e.g., RN, MD) is beneficial, but not required.
- Knowledge and experience in the full measure development life cycle (from measure concept to endorsement to incorporation into public reporting and payment systems) is highly desirable.
- General knowledge and experience in health care quality and patient safety is required; experience with clinical measure development and/or use of measures to implement quality improvement programs in a health care system is highly desirable.
- Demonstrated knowledge of issues, organizations, facts, and trends in the health care sector.
- A minimum of five to eight years' experience working in a health care delivery system, academic setting, health care quality organization, etc. Experience in a private, public or corporate foundation / funding agency is a plus.
- A record of working on complex partnership or multi-stakeholder projects, with experience in engaging stakeholders, designing convenings and fostering collaboration.

- Experience and skills in working effectively and persuasively with health care leaders and researchers.

### **Competencies**

- Personal motivation and passion for improving the health care system.
- Demonstrated strategic planning skills, with ability to identify and rigorously evaluate new opportunities.
- Track record as a quick study who will be able to efficiently and thoroughly understand the diagnostic excellence landscape.
- Strong project management skills, with demonstrated ability to manage projects and budgets, set realistic goals and objectives, and balance multiple priorities.
- Demonstrated strong interpersonal skills, with ability to develop productive relationships with colleagues, grantees, stakeholders, and others.
- A flexible positive approach to problem solving in a collaborative team environment
- Comfort with ambiguity and willingness to be flexible and adaptable to changes in the needs of the program.
- Demonstrated comfort with and experience in public speaking and meeting organization/facilitation.
- Excellent written and verbal communication skills. Ability to synthesize and summarize complex topics into clear and accessible language.
- Strong business acumen.
- Ability and interest in traveling at least once a month to out-of-town grantee meetings, site visits, and national conferences.
- A positive, energetic, “can-do” spirit. Works well both independently and as a collegial team member, challenges productively, and welcomes feedback.

### **Attributes**

The ideal candidate will demonstrate the following attributes that describe how we at the foundation strive to do our work with each other and our partners.

- Committed to Excellence
- Passionate
- Collegial
- Open and Honest
- Humble and Self-Aware

### **About the Foundation**

Gordon and Betty Moore established the foundation to create positive outcomes for future generations. In pursuit of that vision, we foster path-breaking scientific discovery, environmental conservation, patient care improvements and preservation of the special character of the San Francisco Bay Area.

Guided by this vision and the Statement of Founders' Intent, each day we strive to make a significant and positive impact on the world. We tackle large, important issues at a scale where we believe we can make significant and measurable impacts. We know that our ability to take risks and make long-term and relatively large commitments allows us to undertake challenges not accessible to many other organizations.

We focus on work in the areas that our founders are committed to improving: environmental conservation, science, and patient care. In addition, we support land conservation in the San Francisco Bay Area, which has provided for the quality of life that Gordon and Betty have enjoyed with their family.

#### **Foundation facts**

- Headquartered in Palo Alto, CA
- \$6.5+ billion in assets
- Annual foundation budget of over \$300 million
- About 100 employees
- Four program areas
  - Environmental Conservation
  - Science
  - Patient Care
  - San Francisco Bay Area, focusing on these same issues locally

#### **Compensation and Benefits**

Compensation includes a competitive base salary and an excellent package of health, retirement savings and other benefits.

#### **Application Process**

Applicants must be legally authorized to work in the United States. Pursuant to the San Francisco Fair Chance Ordinance, we will consider for employment qualified applicants with criminal histories in a manner consistent with the requirements of the ordinance.

The Gordon and Betty Moore Foundation is an equal opportunity employer. All correspondence will remain confidential.

Martha Montag Brown & Associates, LLC has been retained for this search. Interested and qualified candidates are encouraged to apply by sending a cover letter and resume by email to:

Martha Montag Brown & Associates, LLC

[www.marthamontagbrown.com](http://www.marthamontagbrown.com)

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