



# NATIONAL QUALITY FORUM

Driving measurable health  
improvements together

## About Us

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The National Quality Forum (NQF) is a not-for-profit, nonpartisan, membership-based organization that works to catalyze improvements in healthcare quality, outcomes, equity and affordability.

Formed in 1999 based on recommendations from the President's Commission on Consumer Protection and Quality in the Health Care Industry, NQF has long served as the nation's steward for health care quality measures – charged with determining which measures are scientifically and clinically sound for use in public and private sector programs. Today, roughly 420 NQF-endorsed measures are used in more than 20 federal programs providing coverage to more than 120 million Americans and by private sector payers nationwide to improve the quality and affordability of healthcare. Additionally, NQF convenes public and private sector stakeholders annually in processes that: (1) advise the U.S. Department of Health and Human Services about which measures to incorporate into its value-based payment programs; and (2) promote alignment among public and private sector payers in their use of measures for physician and hospital payment and to inform consumer choice of providers and health plans.

Informed by its 2020 strategic plan and at a moment when performance measurement has never been more important in U.S. healthcare, NQF is engaged in exciting and expansive growth in its work. Its emerging initiatives focus on advancing progress toward the next generation of performance measures required for value-based payment, supporting the transition to clinically rich measures sourced from electronic health records and patient-reported outcomes, health equity measurement and improvement, and elimination of avoidable healthcare harms. NQF is committed to continuing to advance the field of healthcare quality measurement and the use of measures to improve the outcomes, equity, safety and affordability of care for all Americans.

NQF has a passionate staff of roughly 100, and an annual operating budget of roughly \$30M.

## Chief Operating Officer position description

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**REPORTS TO:** President & Chief Executive Officer (CEO)

**LOCATION:** Washington, D.C. (ideally)

Engaging as a true partner to the CEO and across the organization, the Chief Operating Officer (COO) will lead the development and use of next-generation tools and systems for operations, capacity planning and financial management. The COO will design these tools and systems to grow with NQF as the organization expands and diversifies its portfolio of work from largely federal contracts to increasingly include private sector and state products and initiatives.

The COO will oversee a team (currently ~30) across critical functional areas: Finance, Information Technology, U.S. Government Contract Compliance, Project Management Office (PMO), and Enterprise Operations.

This is an outstanding opportunity for a seasoned, strategic and relationship-oriented leader and manager with expertise at the intersection of operations and finance and a proven track record in government contracting and in supporting organizational growth and revenue diversification. NQF's Chief Operating Officer will create the conditions for excellence in execution of both NQF's core work as steward of the nation's portfolio of quality measures and NQF's growth and diversification of products and initiatives serving public and private sector efforts to improve the quality, affordability and outcomes of U.S. healthcare.

## POSITION DUTIES & RESPONSIBILITIES

### **Finance**

- Assess the current (blended inhouse and outsourced) financial management approach, and lead the formulation of an optimized model and staff structure;
- Responsible for enterprise financial management including: accurate, timely and fully compliant accounting, audits and internal controls; forecasting; annual budgeting; and the tracking of financial performance;
- Provide financial modeling and deal review for public- and private-sector contracts and proposals, as an expert partner to teams leading proposal and renewal processes;
- Prepare and distribute timely and accurate financial reports with tailored levels of detail for multiple stakeholders, including CEO, Board of Directors, Executive Team, as well as U.S. Government and private funders of grants/contracts.

### **Operations, Compliance and Technology**

- Through close partnership with internal clients, oversee the development, implementation and use of robust and optimized resource allocation tools and processes that drive mission goals and business objectives as well as long-term sustainability;
- Oversee enterprise-wide tracking of staff billable/non-billable time (as required by federal contracts), and leveraging of these data for robust and strategic capacity planning, staff allocation, project budgeting and timely hiring;
- Responsible for enterprise compliance with federal acquisition requirements (FAR), including financial, conflict of interest, training, labor and reporting requirements;
- Oversee development and management of program-related technology required to enable the Measurement Science team's core work and deliverables and the emerging requirements for new products, initiatives and Member engagement;
- Manage enterprise Program Management Office (PMO) to ensure organizational effectiveness, quality and standardization to serve both business and customer needs; ensure project managers are trained according to PMP standards and deliver SOPs that meet contractual requirements;
- Identify, recommend, and develop cost-effective enterprise technology solutions that support and sustain a hybrid work environment and enable excellence in hybrid meetings;
- Oversee day-to-day office operations and facilities management.

### **Organizational Leadership**

- Oversee and grow a team of high-performing operations and finance professionals, furthering a culture of collaboration, innovation and excellence;
- Partner with the CEO, Board and Executive Team on the full spectrum of strategic, operational and financial issues required to ensure NQF's ongoing success, effectiveness and growth;
- Serve as a core member of NQF's portfolio management and pipeline process, collaborating on establishing priorities for business development, product innovation and corporate sponsorship;
- Partner with members of the Executive Team and Senior Leadership Team to continuously sustain and enhance organizational effectiveness and culture, modeling collaboration, inclusion, innovation, and learning as well as effective decision-making, transparency and accountability.

## QUALIFICATIONS

### **Professional Qualifications:**

- A minimum of 15 years of progressive management and leadership experience, preferably in the health care field
- Proven track record as an executive owner of enterprise operations and finance
- Demonstrated success in building and managing high performing teams

- Significant expertise in federal contracting and compliance
- Demonstrated excellence in achieving compelling business results in times of organizational growth and change

### Leadership Characteristics:

- Great collaborator who thrives in a culture of individual and shared accountability
- Passion for improving health care quality, outcomes and affordability
- Entrepreneurial spirit with a high level of energy, dedication, adaptability and an unrelenting drive to succeed and win
- Embracing radical candor – caring personally and challenging directly with direct reports, peers and all team members
- Strong analytic thinker and gifted communicator – able to break down issues and present logical solutions in a clear, compelling way both in writing and orally
- Impeccable attention to detail and to executing with excellence
- Exceptional listener and consensus builder
- Strong business acumen and a bias for action
- Compelling executive presence

**Education/Certification:** Bachelor’s degree in related field; MBA or other advanced degree preferred

**Compensation and Benefits:** Competitive salary commensurate with experience; a final offer will be based on the candidate’s years of experience and expertise relative to this role. In addition, NQF offers a performance bonus opportunity of up to 15% of base compensation as well as generous benefits, to include a 401K and executive 457b retirement.

Please share nominations or submit a resume and cover letter (in non-pdf format) to our search partner, Viewcrest Advisors: [nqf@viewcrestadvisors.com](mailto:nqf@viewcrestadvisors.com)

NQF is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or protected veteran status.

NQF’s statement of belief: National Quality Forum (NQF) is committed to diversity, equity and inclusion - not just in word, but as a core component of our mission, values, and way of working. In support of our mission-critical goals of advancing health equity and promoting diversity, equity and inclusion across NQF and in healthcare, we will employ a “DEI” lens that will scrutinize our existing programs, practices and policies, and actively incorporate differing perspectives, which will compel us to approach our work differently. By demonstrating this commitment in every aspect of NQF’s being, we will become a better employer, stronger partner, more thorough consensus builder, and more impactful advocate for high value care and optimal health outcomes for every person.

Viewcrest Advisors is committed to social justice and access to opportunity; the team actively cultivates relationships with leaders who have varied life experiences as well as the skills needed to lead strong, innovative organizations. Viewcrest Advisors is also committed to your privacy and to protecting your personal data. To view the privacy policy, please visit: [www.viewcrestadvisors.com](http://www.viewcrestadvisors.com).