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STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF THE COMMISSIONER

Lori A. Shabinette
Commissioner

Lori A. Weaver
Deputy Commissioner

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April 21, 2021

His Excellency, Governor Christopher T. Sununu
and the Honorable Council
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Pursuant to RSA 94:6, the Department of Health and Human Services respectfully requests to place Jay Caturia at Step 5 for the position of Senior Project Manager, Position #9U468, unclassified salary grade EE, earning \$84,848.92, effective May 7, 2021 upon Governor and Council approval. 56% Federal Funds and 44% General Funds.

EXPLANATION

Position #9U468 Sr. Project Manager, provides project management services, as a member of the DHHS Project Management Office, to identify, plan, initiate, manage, track, report and successfully deliver strategic and operational initiatives in alignment with the department mission. This position works across all divisions within the department to accomplish this role. The position requires a minimum of ten years of pertinent work experience with a minimum of five years of program or project management experience.

Mr. Caturia earned a Master of Arts in Social Service Administration and an All But Dissertation (ABD), Health Policy & Planning. Mr. Caturia brings over 35 years of project management and technology experience across both the private and government sector, including health care and professional services. He brings an advanced skill set in Methodology Management, Project Management and additional training and certification complimentary to this position. During his career, Mr. Caturia has authored or participated in the writing of 12 strategic planning publications specifically addressing health care and social services solutions.

Although it is not the goal for government to compete with private industry, our goal is still to recruit and hire quality, experienced employees to enable the department to provide services to the citizens of New Hampshire effectively and efficiently. Based on research the average salary for a Sr. Project Manager with the experience that we are looking to utilize is between \$116,873 (Ziprecruiter.com) and \$118,061 (Salary.com). Based on this research an offer \$84,848.92 is approximately 28% less than the average salary of this position.

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As DHHS continues to provide essential services for individuals, children, families and seniors by serving the citizens of New Hampshire, we are seeking a senior project manager that brings proven experience and success to assist in the management and delivery of solutions supporting multiple program areas. Mr. Caturia is someone who has learned valuable lessons in the private and public sector; someone who will influence both peers and project teams and his experience will compliment, through assistance, the successful initiation and completion of projects that reflect the vision and direction of the agency during our dynamic times. We are convinced that Mr. Caturia is this manager and request compensation commensurate with his experience and expertise.

Respectfully submitted,



Lori A. Weaver
Deputy Commissioner

Jay Caturia

HIGHLIGHTS OF PROFESSIONAL QUALIFICATIONS

- Formally trained in health & disability policy, planning and service design, with special emphasis on services to people with disabilities and vulnerable populations.
- Experience in community-based, grass roots organizing, program design, quality improvement and accreditation of customer services.
- Health industry experience in all phases of program management, from service and product design and development to implementation and outcome evaluation.
- Experienced in contracting and project management of Product and Professional Service Agreements.
- Coordinated annual submission of plans for regulatory and funding compliance reviews and audits.

EMPLOYMENT HISTORY

Winchester Hospital, Highland Management/IPA, Winchester, MA

Senior Project Manager

(3/07 - Present)

Joint Hospital and Physician Association effort to design, implement and evaluate systems to provide timely and complete access to critical health information at the point of care, and to support of transitions of care, across the greater Winchester network.

- Conducted interviews and selection of both software systems and technical vendors for both License and Service Agreements. Initiated, drafted and negotiated Standard Term & Conditions for Vendor Contracts as they relate to the EHR implementation process. Negotiated standard pricing for Lab & Radiology Interfaces. Negotiated group pricing and discounts. Introduced new EHR vendors into the physician community. Provided contract review and addendum revisions to ensure that final contracts contained sufficient product functionality & professional service hours necessary for a successful implementation.
- Managed practice and clinic software implementations as well as enterprise level projects across Winchester Hospital's entire community network.
- Worked cooperatively with Quality Performance Improvement team to support payer outcomes reporting requirements with ambulatory practice sites.
- Managed a successful statewide grant under a Home Care project funded by MA eHealth Institute. Winchester Hospital's Home Care grant was selected as a 'Home Care Innovator' by the Home Care Alliance of MA
- Maintained post live analysis to ensure customer satisfaction. Mediated disputes among participants.

GE Healthcare Integrated IT Solutions, Boston, MA

Senior Business Solutions Implementation Consultant,

(11/05 – 2/07)

Enterprise level Electronic Practice and Clinical Management software designed to support multi-specialty, multi-site, medical center and clinic-based services.

- Responsible for successful and timely execution of all tasks relevant to customer need assessment, system design and quality specifications, and successful adoption, with post live analysis to ensure customer satisfaction.

AMICORE, Andover, MA

Project Manager/Implementation Consultant

(7/02- 11/05)

Physician practice Electronic Medical Record software company founded by Pfizer, Microsoft & IBM.

- Responsible for successful and timely execution of all tasks relevant to customer need assessment, system design and quality specifications, and successful adoption, with post live analysis to ensure customer satisfaction.
- Provided leadership among designated product design & implementation teams.
- Reinvested custom learning into new and enhanced service and product design, testing & deployment.



HCI SYSTEMS, Inc., Kennebunk, ME
Director Customer Support Services
Implementation Consultant

(11/00 – 7/02)

“NE Fast 50” rated project planning & tracking software for public & private institutions, provided advanced consulting and implementation support to customers interested in enhancing the management ability of their employees through advanced software applications.

- Responsible for successful and timely execution of all tasks relevant to customer need assessment, system design and quality specifications, and successful adoption, with post live analysis to ensure customer satisfaction.
- Provided leadership among designated product design & implementation teams.
- Reinvested custom learning into new and enhanced service and product design, testing & deployment.

Health Services Planning & Management Consulting, Portland, ME
Director

(3/97 – 11/00)

- Delivered project planning, implementation and analytical support under contract to the Muskie Institute for Public Sector Innovation, Maine Bureau of Medical Services, business, and non-profit service agencies.
- Developed strategic and comprehensive service plans.
- Analyzed State & Federal policies, regulations & guidelines for policy makers, and program managers. Prepared and submitted of Medicaid waivers for pharmaceuticals, home & community-based services, and supportive living for the elderly and disabled.
- Designed quality assurance & improvement programs.

Independence Association, Brunswick, ME
Director of Community Support Services

(7/99 – 11/00)

Directed strategic and program planning activities for this non-profit, community-based agency serving people with developmental and mental health needs. Major program re-organization and re-design, and new program initiatives (i.e., budgets, fee schedules, job descriptions, policies & procedures, and training plans) were included in this commission. Provided direction, training and supervision of four program areas.

Illinois Dept. of Human Services, DORS Div. of Strategic Management
Strategic Planner, Health & Disability Services

(7/89 – 2/97)

- Conducted focus groups and collaborated with key stakeholder groups to design, develop and evaluate policies, systems, operations and training for State and contractor delivered services for existing and targeted new populations.
- Provided direct support to DHHS leadership on topics germane to the service needs of vulnerable populations. These populations include all persons with disabilities as defined under the *Rehabilitation Act (Section 504 & 508)*, *Medicaid Home & Community Based Services Waiver Programs (CILA, AIDS waiver)*, and the *Americans with Disabilities Act*. Provided leadership on issue of diversity related to sexual orientation and self-identification.
- Advised senior management on health & disability policy and planning issues of significance to wide range of stakeholders. Liaison to other State Departments and non government stakeholders.
- Advised regional planners on methods for stakeholder input about program and service delivery issues of special interest to vulnerable individuals statewide. Using data, worked with statewide stakeholders to design and execute services for the elderly and people with disabilities.
- Analyzed data & prepared draft language for statutory/regulatory matters. Coordinated annual submission of State & Federal plans. Conducted statewide quality assurance activities. Prepared briefing document, position papers and supported legislative activities.



Chicago Dept. Health, Division of Planning, Policy & Resource Development

Principal Health Planner

(1/88 – 7/89)

- Conducted focus groups and collaborated with key stakeholder groups to design, develop and evaluate policies, systems, operations and training for City and contractor delivered services for existing and targeted new communities of people with HIV/AIDS across Metropolitan Chicago.
- Provided leadership on issue of diversity related to sexual orientation and self-identification.
- City-wide, public health, intervention planning. Designed and coordinated first City of Chicago HIV Strategic Plan.
- Liaison to other Government Departments and non government & community-based stakeholders. Designed surveys, assembled and analyzed data, prepared speeches, prepared statistics and reports. Prepared briefing document, position papers and supported legislative activities.

Chicago Health Systems Agency

Senior Health Planner

(7/85 – 12/87)

- Developed health facility and service plans to support the Certificate Of Need process for the Chicago SMSA. Coordinated project planning for health promotion, access and long-term care services. Prepared briefing document, position papers and supported legislative activities.

University of Chicago Medical Center

Hospital Case Manager

(10/81 – 6/85)

- Developed and coordinated patient service plans. Coordinated hospital and community-based services for general hospital patients. Coordinated financial and community-based services for the inpatient and outpatient psychiatric departments serving adult and adolescent psychiatric patients and their families.
- Analyzed and interpreted state & federal guidelines for insurance reimbursement and categorical grant programs. Assisted patients in solving problems related to hospital reimbursements and financing health services.

University of Illinois Medical Center, Neuropsychiatric Institute

Psychiatric Social Work Internship

(10/82 – 5/83)

- Under the supervision of an attending psychiatrist, provided therapeutic services for the inpatient and outpatient psychiatric departments serving adolescent and adult psychiatric patients and their families.

TRAINING

Trained in Agile Management (ACP), PMI
Certified Project Management Professional (PMP), PMI
Lean Six Sigma in Healthcare, Mass Hospital Assoc – GBMP
Certified Instructional System Designer, Intern'l Board of Standards (IBSTPI)
Level 1 Examiner, Quality Award Program, Margaret Chase Smith Quality Award Assoc
Trained and Certified in Conflict Management and Dispute Mediation, Univ. S. Maine
MA, Social Service Administration, University of Chicago
ABD, Health Policy & Planning, University of Chicago

PUBLICATIONS

Journal of the Mass Medical Society, article, A "Tipping Point" for Health Information Exchanges?" September 2015.

Massachusetts eHealth Institute (MeHI), Meaningful Use State Regional Meetings, "Health Information Exchange Use Cases & Best Practices" Dedham, MA, November 17, 2015 and Sturbridge, MA, November 23, 2015.

Massachusetts eHealth Institute (MeHI), article, "eLINC: Mass HIway First HISP to HISP Connection", May 2014.

Contributing editor, Maine Marks for Children, Families & Communities: Leading By Results, Maine Marks is an initiative of the Governor's Children's Cabinet in partnership with Maine's Kids Count, the Maine Development Foundation, the University of Southern Maine and others. February, 2001. <http://mainemarks.org>

Technical writer & contributing editor, 'Strategic Planning for People with Disabilities in Illinois', State of Illinois, prepared for the Illinois Dept. of Rehabilitation Services, September, 1990.

Author, Development Of An Environmental Scanning Process and Environmental Scanning: Findings from the Pilot Study, State of Illinois, prepared for the Illinois Dept. of Rehabilitation Services, February, 1990.

Contributing editor, The Health Care and Social Service Needs of HIV-Positive Women and Children in Metropolitan Chicago. Andrea Carr, PhD, Study Author. The Visiting Nurse Association of Chicago, February, 1990.

Principal designer & editor (through July 1989), AIDS Strategic Plan. Chapter Author: "Cooperative Case Management". City of Chicago, Department of Public Health, October 1989.

Technical writer & chapter author, Illinois Strategic Cancer Control Plan, "Breast Cancer", "Cervical Cancer" and "Access to State-of-the-Art Treatment", prepared for the Illinois Dept. of Public Health, December, 1988.

Author & co-editor, "Proposal for Synthetic Group Insurance Demonstration Project", prepared for the Chicago Center for Health Systems Development, the Chicago Community Trust, and the Robert Wood Johnson Foundation, July, 1987.

Co-editor, Long Term Care in Chicago: Planning for the Year 2000. Chapter Author: "Introduction", "Demographics", "Mental Health Services" and "Conclusions and Recommendations". City of Chicago Health Systems Agency, prepared for the City of Chicago, Community Services Subcabinet, Long Term Care Task Force, March, 1987

Author, Medical Indigence: The Problem, Potential Solutions, and Recommendations City of Chicago Health Systems Agency, June, 1986



Professional and Volunteer Affiliations (Current and Past)

- Mass Health Data Consortium (since 2010)
 - EMR Implementation Committee
 - ICD-10 Provider Education Workgroup
- Project Management Institute: PMP Member (since 2012)
- Youth Alternatives, Portland, ME: Family Mediation Volunteer (1999 – 2002)
- Margaret Chase Smith Quality Association, Portland, ME: Volunteer Quality Award Reviewer (2000 – 2001)
- United Families: Volunteer Advocate (1998)
- AIDS Foundation of Chicago:
 - Policy & Advocacy Committee (1985 – 1997)
 - Case Management Committee (1985 – 1997)
- AIDS Legal Council of Chicago, Founding Board Member (1987 – 1997)
- Illinois Dep. of Public Aid, Medicaid Advisory Committee Subcommittee on Long Term Care (1989 – 1997)
- Illinois Health Care Reform Coalition for People with Disabilities Committee (1989 – 1997)
- Illinois Health Care Reform Task Force: Long Term Care Committee staff (199 – 1997)
- Institute of Medicine of Chicago:
 - Health Care Committee (1985 – 1997)
 - Uncompensated Care Committee (1985 – 1987)
- U.S. Food & Drug Administration, Illinois HIV Health Fraud Task Force: Founding Chairperson (1995 – 1997)
- United Way of Chicago:
 - Health Care Needs Assessment Committee & Data Workshop Subcommittee (1992 – 1993)
 - Health Priority Grants Committee (1993 – 1997)
 - Triennial Evaluation Committee (1994 – 1997)
- Illinois Public Health Association: Epidemiology Section (1988 – 1989)

