



Lori A. Shibinette
Commissioner

Lori A. Weaver
Deputy Commissioner

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

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March 18, 2022

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 Administrative Services respectfully requests to place Heather Barto at Step 6 for the position of Manager, Contract Quality Management, Position #9U418, unclassified salary grade EE, earning \$90,298.00 effective upon Governor and Council approval. 50% General Funds and 50% Federal Funds.

EXPLANATION

The Manager of Contracts Quality Management is the Department's leader on the planning and development of a department-wide system of contract performance management and quality monitoring across contract life cycles. Through the implementation of evidence-based and results-driven contracts that align with Departmental and Divisional goals, this position creates systems to inform senior management as to whether the contracted strategies are meeting the intended outcomes to improve population health and are at an acceptable level of risk. This position is essential to coordinating a standardized system of contract performance management with staff from finance, legal, program integrity, and Bureau administrators.

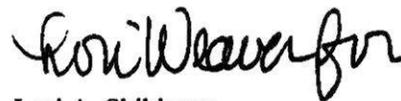
Heather Barto holds a Master's in Healthcare Management and has most recently worked within the NH Department of Health and Human Services as the Process Improvement Specialist for the Office of the Commissioner. In this role, she has managed interdepartmental project requests, analyzing and evaluating issues related to operations, policies, and procedures, and led teams in developing and implementing an array of new approaches to continuously improve program operations. Her work culminates in comprehensive reports and briefings for senior leadership that outline findings, solutions, and clear recommendations for improving efficiency, resource allocation and increase client experience with Departmental services. As a Lean Black Belt and certified Lean Six Sigma green belt, Ms. Barto created a Department-wide Lean presence by starting a Lean blog and learning collaborative, and has mentored several Black and Green belt candidates. In previous positions with the Division of Medicaid Services and The Division of Public Health Services, Ms. Barto has past experience as acting section and Bureau Chief and was the Managed Care Operations Administrator for one of the state's largest contracts, the Medicaid Care Management Services contract. With over 20 years working for DHHS, Ms. Barto is highly respected across the Department for providing an atmosphere of trust and empowerment when establishing new processes and driving lasting transformational improvements.

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Based on her education, extensive work experience and skills, Ms. Barto is exceptionally well qualified to direct and implement needed change management to shift our current contract management approaches from compliance to improved performance.

Heather currently is salary grade DD, Step 7. I respectfully request that Heather Barto be placed in the Manager, Contract Quality Management position, unclassified salary grade EE, at step 6.

Sincerely,



Lori A. Shibinette
Commissioner