

NON-CLINICAL SUBJECT MATTER EXPERT SERVICES: MANY FIELDS

Program Support Service Categories				
Series	Labor Category	Description	Minimum Education	Minimum Experience
Subject Matter Experts (Various Services Codes)				
	Subject Matter Expert	Subject Matter Expert Performs tasks requiring a recognized level of expertise in a specified subject area.	Master's Degree in appropriate field	
	Subject Matter Expert – CHANGE IMPLEMENTATION	Subject Matter Expert – CHANGE IMPLEMENTATION: The contractor shall designate a Change Implementation SME to support VHA in executing organizational change. The staff shall assist in the development and conducting of stakeholder analyses, impact analyses, and implementation planning. The Change Implementation SME shall also provide input on the associated risks resulting from the change activities in the organization and to the Veteran Community.	Master's Degree	
	Subject Matter Expert – COMMUNICATIONS	Subject Matter Expert – COMMUNICATIONS: Corporate knowledge of large-scale communications in a health care setting; knowledge/experience with Veterans outreach and communication campaigns; media analysis regarding social media platforms; experience with implementing successful (proven) communications campaigns in an integrated health care setting. Provide expert advice related to strategic communications for both internal and external stakeholders.	Master's Degree	
	Subject Matter Expert- Facility Planning, Management, and Environment of Care Safety	Subject Matter Expert- Facility Planning, Management, and Environment of Care Safety: The contractor shall designate an Environment of Care (EOC)/Safety SME to provide expertise in infrastructure and capital management relevant to maintaining and modernizing the existing infrastructure. This includes market-based facility planning, and build vs buy analyses. Tasks may include assessing VA facility engineering and safety programs, conducting root cause analysis on a myriad of topics, and providing expert consultation into capital asset, EOC, and Safety related policy and other issues. The EOC/Safety SME will have proven experience in VA, large government or a large integrated healthcare system leading safety and capital asset programs and with a deep understanding of capital asset infrastructure, facility condition assessments, assessing safety risks and adequacy of the environment of care. 20 years of experience and a master's degree.	Master's Degree	
	Subject Matter Expert - Finance	Subject Matter Expert – Finance Provides executive level guidance and subject matter expertise to accounting and audit teams. Serves as knowledge base and advisor to accountants, financial professionals, auditors, and accounting personnel. Responds to and solves questions relative to Government regulations, Generally Accepted Accounting Practices, and financial guidelines that may be agency or organization specific. Must have experience and in-depth knowledge of PPBE/MFR	Master's Degree	
	Subject Matter Expert: Health Plan Operations	Subject Matter Expert: Health Plan Operations: Functional Responsibilities: A Functional/SME requires a minimum of ten years Commercial Health Plan Operations and Government Health Plan Operations consulting	Master's Degree	

		<p>experience. Experience includes management and direction on project engagements, working experience in project definition and business and systems analysis, creation of competitive strategies, cost benefit analysis for make/buy decisions, health care payer implementations, and integration of system-to-system business solutions across a Health Care Delivery System. A Functional/SME works with the Project Director and other senior staff to monitor the status of the engagement, identify potential risks, issues, advises and consults on all significant developments, and designs a strategy for addressing them and monitor quality. A Functional/SME is proficient in reviewing strategic plans and business strategies and design, organizational and infrastructure designs, and project deliverables to maintain a standard of consistency and quality throughout a project's life cycle. This position is responsible and ensures overall project success and provides Government and Commercial Health Plan Operations to the teams.</p>		
	<p>Subject Matter Expert –HEALTH SYSTEMS ANALYST</p>	<p>Subject Matter Expert –HEALTH SYSTEMS ANALYST: The contractor shall designate Health Systems (HS) experts to support VHA in the analysis, design, development, and implementation of appropriate business processes within the organization. The HS expert shall assist VHA with the analysis of current and future state concepts for the VHA; development of new business processes; diagnosis of current problems, and redesign, reconstruction, and monitoring processes to make sure they are effective. The HS expert shall assist VHA with the continuous analysis per policy or organizational changes. The Senior Health Systems SME shall have proven and extensive experience in a large-scale Government Integrated Healthcare System with substantive programs focused on Veterans health care (e.g Patient Centered Medical Home; Mental Health; Prosthetics; Tele Health; Mental Health (including Residential Rehabilitation and PTSD); Women's Health; Specialty Care; Veterans Homelessness, and Geriatrics and Extended Care). In addition, the HS must have extensive experience in/with VHA and VHA Medical Center Operations; working knowledge of the Veterans Service Integrated Network (VISN); experience with/knowledge of clinical and business processes within the VHA; and experience in/with affiliated health care education systems</p>	<p>Master's Degree</p>	
	<p>Subject Matter Expert- Human Capital</p>	<p>Subject Matter Expert- Human Capital</p>	<p>Master's Degree</p>	
	<p>Subject Matter Expert - Human Resource</p>	<p>Provides federal HR project guidance and consultation. Area/s of expertise include but are not limited to workforce planning, human capital assessment, management analysis, organizational effectiveness, performance management, litigation support, alternative dispute resolution services, succession planning, EEO consulting, and training.</p>	<p>Master's Degree</p>	
	<p>Subject Matter Expert – Policy</p>	<p>Subject Matter Expert – Policy The contractor shall designate a Policy SME to guide policy development. Experience in the establishment of policies and procedures for large organizations, author and edit policy, research best practices, implement best practices, and provide overall leadership and oversight of policy development. Knowledge and use of federal regulations. Bachelor's degree required, advanced degree</p>	<p>Master's Degree</p>	

		in public policy, law, business, or engineering preferred. Excellent oral communications skills, with the ability to speak with diverse audiences with various knowledge levels. This includes speaking with technical industry stakeholders, policymakers, and environmental stakeholders.		
	Subject Matter Expert – PROGRAM IMPLEMENTATION	Subject Matter Expert – PROGRAM IMPLEMENTATION: The contractor shall designate Program Implementation staff to implement new Projects and/or Programs, as identified by senior leadership. The Projects and/or Programs may or may not be VHA wide, or may be localized to a single, or multiple, Program Offices within the VHA. Tasks will include release and implementation management, supporting performance outcomes, targets, improved programmatic outcomes, and linkages to programming, budgeting and evaluations, supporting strategic performance measure development, including improved linkage between VA-wide strategic goals and VA programmatic outcomes. Must have 5 years' experience and in-depth knowledge of PPBE/MFR and proven success with implementing a health care focused program at the national level for a large-scale integrated health care system.	Master's Degree	
	Subject Matter Expert- Private Sector Payer and Insurance	Subject Matter Expert- Private Sector Payer and Insurance: A Private Sector Payer and Insurance SME shall be a seasoned executive with a strong track record of executive management responsibility in every aspect of health insurance operations; this experience shall be based on executive-level experience in multiple private health insurance plans – ideally having served as a President, COO, or CEO of a multi-region plan. The candidate must also have extensive experience working with corporate boards, external audiences, and internal management teams of both payers and providers through periods of significant change. The candidate should have experience working with VA in matters related to the payer function.	Master's Degree	
	Subject Matter Expert- Regulations and General Counsel	Subject Matter Expert- Regulations and General Counsel The contractor shall designate a SME to provide government legal and regulatory guidance to modernization efforts and other contemplated reforms. This expertise would cover a variety of relevant domains including Centers for Medicaid and Medicare services (CMS), Code of Federal Regulations Title 42 (CFR), enterprise human resources, managed care contracting, and establishment of government corporations (to include governance, financial structure and authorities). The Regulations and General Counsel SME will have experience in VA and other large government or large private sector healthcare agencies with direct responsibilities over legislation writing and regulatory processes. VA experience is especially desirable. This SME will have proven experience in a large government system leading change associated with Department and/or Agency re-organization and will have provided legal support, legal advice and representation for Government agencies. 10 years' experience with a Juris Doctor.	Master's Degree	
	Subject Matter Expert – Supply Chain	Subject Matter Expert – Supply Chain The contractor shall designate a Supply Chain SME to lead teams on a variety of Supply Chain Optimization projects. This requires the skills of a highly collaborative and professional leader with expertise in all functions of Supply Chain. Proven experience in business development in one or more supply chain functions and lead project	BA/BS Supply Chain Management, engineering, business related discipline or equivalent combination of education and experience. MBA/advanced degree preferred)	

		<p>delivery teams for national industry. SME will have experience in the improvement of the practice's services, methodologies, tools, templates, and ensure delivery of high-quality projects. Advisory and client relationship management skills, including strong oral communication skills, distinctive problem solving skills, and ability to architect solutions with clients real-time Expertise in business process improvement methodologies and transformation (e.g., Lean Six Sigma, Business Process Reengineering) and end-to-end supply chain management (e.g., demand forecasting, logistics sourcing) Experience with technology solutions from leading vendors (e.g. SAP, Oracle, JDA Software, Microsoft and others) Deep understanding of supply chain management principles, process improvement, and business process re-engineering methodologies Strong practice building skills, including the capacity to identify and attract leading talent, delegate effectively, and inspire a team Strong customer presence - excellent communication (written and oral), presentation, and interpersonal skills. Strong leadership and project management skills.</p>		
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