



## Health Information Exchange Implementation Manager

You can make a difference in the lives of millions of people by being part of an organization that's helping improve health care in Colorado!

### Overview

The HIE Implementation Manager is responsible for leading the implementation execution of CORHIO Core Products and Services. The HIE Implementation Manager will drive integrating HIE functionality within workflows. The HIE Implementation Manager will also be responsible for vendor engagement and organizing CORHIO staff in various implementation roles. This role reports to the Project Management Office Director.

### Responsibilities

- Work with community participants in ambulatory and hospital settings to document current process/workflows, identify benefits and improvements provided by an HIE, and re-engineer workflow based on selected HIE product(s)
- Plan, schedule, estimate, forecast, coordinate, re-plan as appropriate, and manage delivery of all implementation deliverables through the entire life cycle
- Monitor and report on the status of project efforts, including communicating risks, via daily/weekly/monthly time reporting and provide problem prevention/mitigation.
- Become an expert in selected hospital/practice-based software functionality
- Provide defect management based on user acceptance testing outcomes
- Manage community and vendor relationships, including management of scope, expectations, status, and issue follow-up.
- Ability to interpret HL7 messages and troubleshoot issues through review of both HL7 messages and user interfaces
- Communicate technical issues in an understandable way to less technically savvy participants.
- Ability to be the technology expert in user acceptance testing, defect identification/remediation, and gaps in clinical data
- Planning and executing user training and ongoing adoption support, ensuring that users are adequately trained, educated, and advised on the functionality, processes, and associated benefits
- Troubleshooting and helping users rectify system issues
- Work with community participants and vendors to establish network connectivity to CORHIO HIE
- Identify, prioritize, communicate and drive resolution of critical issues and risks to mitigate negative impact to community satisfaction.
- Support CORHIO Service Desk on post-production issues, as necessary

- Effectively manage difficult situations with clear timely decision making as well as incisive and creating problem solving.
- Effectively self-manage through difficult and demanding situations with clear and timely decision making and incisive and creative problem solving.
- Performs all other duties as assigned

### **Skills, Experience and Attitude Requirements**

- Bachelor's degree, or a minimum of 5 years IT project management experience in healthcare working with external customers
- 3+ years' experience in complex healthcare software system implementations
- Comprehensive understanding of RHIOs and the HIE landscape - including functionality, technology (HIT), and policy
- Strong knowledge of clinical workflow, ideally across healthcare providers and systems
- End user training, both individual and classroom settings
- Process & workflow mapping and redesign
- Strong process orientation, problem solving and troubleshooting skills, and a firm commitment to quality
- Ability to establish and meet deadlines in a fast-paced environment and work on a minimum of 15 implementations at the same time
- A proven track record of successfully implementing projects using Agile methodologies with demonstrated experience in Agile Project Management tools such as Jira, Rally, VersionOne or equivalent
- Outstanding communications skills, able to communicate with all levels
- Ability to produce high levels of customer satisfaction and commitment
- Ability to lead meetings attended by senior executives, manage expectations and drive consensus
- Team Player, able to excel in unstructured and structured environments
- Client-focused
- Conflict management
- Ability to understand the big picture while working at a detailed, task-based level
- Strong interpersonal and negotiation skills, with a high degree of self-motivation and ability to work independently.
- Willing to travel within the state
- Must occasionally be available for after-hours work, outside of normally scheduled hours

### **Work Environment**

Typical office setting; the CORHIO office is in Cherry Creek area of Denver, near the intersection of Colorado Blvd. and Cherry Creek Drive South.

### **Total Compensation**

Competitive salary and benefits package. CORHIO's benefits package includes an annual cafeteria plan allowance that allows employees to elect various offerings and tailor the plan to best suit their personal needs. CORHIO employees are eligible to participate in the company's

403b plan. In addition, employees are provided annual Personal Time Off, Short and Long Term Disability, and Life Insurance. NOTE: No relocation monies are available

**To Apply**

E-mail resume and salary expectations to [hiring@corhio.org](mailto: hiring@corhio.org) (include position title in Subject). **ABSOLUTELY NO RECRUITERS!**

**ABOUT CORHIO**

Improving health through enhanced use of information technology and data exchange is the heart of what we do. We manage one of the country's largest and most successful health information exchange (HIE) networks, provide advisory services that help healthcare professionals effectively use technology and improve care delivery, and supply health plans and accountable care organizations (ACOs) with valuable data that enhance analytics and population health programs. As an independent, nonprofit organization, we are dedicated to serving all of Colorado's healthcare stakeholders.

**Our Mission:** CORHIO empowers people, providers, and communities by providing the information they need to improve health.

**Our Vision:** Harnessing the power of data for health and vitality.

**Our Values:**

Building Community through Collaboration

Pursuing Innovation with Determination

Making a Commitment to Excellence through Life-Long Learning

Deliberately Creating a Fun and Respectful Environment

Delivering with Integrity and Accountability

**CORHIO is an equal opportunity employer (EOE). CORHIO may, at its discretion, conduct a background check on any workforce member and/or require job candidates to successfully complete a background check as a condition of employment.**