Health Information Exchange Project 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 Project Manager is responsible for leading the implementation planning and execution of CORHIO HIEs in Colorado. The HIE Project Manager will drive and coordinate community activities in the areas of training, adoption, and managing expectations regarding detailed functionality, phasing of functionality, and integrating HIE functionality with workflow. The HIE Project Manager will also be responsible for vendor engagement and organizing CORHIO staff in various implementation roles. This role reports to the Vice President of Project Management Office and will work closely with the Product Management and Product Development teams at CORHIO as well as community resources.

Responsibilities

- Work with community participants in ambulatory and hospital settings to document current process/workflows, identify benefits and improvements provided by an HIE, define measureable goals, establish benefits portfolios, and re-engineer workflow based on selected HIT 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 any infrastructure or other technical risks, via daily/weekly/monthly time reporting and provide problem prevention/mitigation.
- Provide leadership in development of repeatable HIE implementation methodologies and artifacts for CORHIO.
- Become an expert in selected hospital/practice-based software functionality
- Provide defect management based on QA unit and functional testing outcomes
- Manage community and vendor relationships, including management of scope, expectations, status, and issue follow-up Serve as an interface, HL7 and information system workflow subject matter expert for smaller and less technically savvy participants.
- Ability to be the technology expert in user acceptance testing, defect identification/remediation, and gaps in interface specifications and clinical data
- Planning and executing testing with vendors and end user, including (but not necessarily limited to) writing test scenarios and plans, integration testing, interface testing, data migration testing, and user acceptance testing

- Monitor and report on the status of project efforts, including weekly time reporting and problem prevention/mitigation
- Facilitate and encourage participant commitment and collaboration to meet all interface specification requirements to alleviate defects in future project phases and post-production
- 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.
- Direct multiple technical phases of projects, during different stages, through the entire life cycle including but not limited to cost, time and scope.
- Provide leadership on CORHIO application change requests due to vendor or participant needs or upgrades, which requires vendor information system knowledge/experience.
- As applicable, after hours may be necessary to support after hours deployments, changes or major incident response.
- 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
- Project management experience
- 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 projects at the same time
- Balanced business/technical background:

- o Sufficient level of technical background to provide highly-credible leadership to technical teams and to be able to accurately and objectively evaluate complex project risks and issues
- o Ability to provide leadership to Product Owners and collaborate with participants and develop strategies and solutions of high business value
- 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, cover letter, and salary requirements to hiring@corhio.org (include position title in Subject). **No phone calls please. 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.