



## **Senior HIE Project Manager**

**FY2021 – 03 -A**

### **Overview**

The Senior HIE Project Manager is responsible for leading the implementation planning and execution of CORHIO HIEs in Colorado. This role includes leading large-scale projects that have a high degree of technology requirements and enablement for the business. In addition to this, this role manages new hire training on the implementation process. The Senior 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 Senior HIE Project Manager will also be responsible for vendor engagement and organizing CORHIO staff in various implementation roles including leading an Agile operations team as Scrum Master. This role reports to the VP of Project Management Office and will work closely with the Product Development, Technical Integration implementation, and Quality Assurance 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 measurable goals, establish benefits portfolios, and reengineer 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
- Provide leadership in development of repeatable HIE implementation methodologies and artifacts for CORHIO.
- Become an expert in selected hospital/practice-based software functionality
- Manage community and vendor relationships, including management of scope, expectations, status, and issue follow-up
- Ability to be the technology expert in testing, defect identification and remediation
- 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 and configure software solution according to desired clinical workflow for physician practices
- 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.
- Leading large-scale projects that have a high degree of technology requirements and enablement for the business
- Aligning, tracking, and ensuring proper execution of these projects as it relates to resource planning, business process changes, training, financial health, and operational readiness
- Facilitate the definition of project scope, goals, deliverables and also identify, define, and manage project tasks and resource requirements
- Ensure effective communications between customers and project team member
- Prepare and present status reports defining project progress
- Identify, track, monitor, and communicate project-related issues and solutions
- Leading one or more CORHIO project teams consisting of professionals from multiple functional areas (technical, marketing, quality assurance, development, support, , etc.)
- Manage new hire training
- Support new hires in initial implementations to reinforce high level training provided at the time of onboarding
- Lead an operations Agile team as Scrum Master. This includes being responsible for ensuring the team follows Agile principals as well as the processes and practices the team agreed they would use
- As applicable, after hours may be necessary to support after hours deployments, changes or major incident response.
- Performs all other duties as assigned

### **Skills / Qualifications**

- 7+ years experience in complex healthcare software system implementations
- Bachelors degree with a concentration in Information Technology, Computer Science, Computer Engineering or related technical discipline preferred
- Project management experience with demonstrated success
- 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 many projects at the same time
- Balanced business/technical background:
  - 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
  - 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; travel will be significant during implementation and training phase
- 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. Note: Due to COVID-19, all CORHIO staff members are currently working from home.

### **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.**