



HIMSS Career Services Task Force Job Descriptions

2012 to 2013

**Professional Development,
Career Services**

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Introduction

The HIMSS Professional Development, Career Services staff along with members of the 2012 – 2013 Career Services Task Force have created a compilation of some frequently asked job descriptions that can be utilized for the various health IT career opportunities. We believe that this job description guide will prove useful to HIMSS members. In this document you will find a sampling of jobs in the health information technology field. While there are many types of positions available in health information technology, this guide provides you with the positions that Career Services is most often asked about. This guide was created in order to help employers create job descriptions. It can also be used by employees to see what other jobs are available in the field and edit their resume accordingly.

HIMSS Professional Development, Career Services would like to thank those members of the Career Services Task Force for their time and efforts during the FY13 HIMSS year and hope that these efforts will support the efforts of our members as they continue to grow in their careers now and in the years to come.

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ASSOCIATE CHIEF INFORMATION OFFICER

The Associate Chief Information Officer (Associate CIO) is a newly formed position at the hospital. The Associate CIO works with the Vice President and Chief Information Officer to lead the Information Technology Department Services in ensuring that the technology needs of the organization and its customers are met with the highest rate of return, value, and satisfaction. The position performs essential strategic, leadership, professional, operational, planning, analytical, and administrative duties in support of the department and institutional activities and goals.

Independently and in conjunction with the CIO, executes and provides leadership for the comprehensive management, operational, and administrative responsibilities of the Information Technology Department. The Associate CIO manages all Information Technology Department operational activities for those areas assigned by the CIO. Provide leadership to ensure governance of approved projects and applications are implemented, and maintained to support the vision, mission, goals, and operations of the institution. Position requires personal initiative, sound judgment, and good problem solving skills.

The position will be responsible to the Chief Information Officer and accountable to key stakeholders impacted by information systems developed to support the overall mission and vision of the hospital.

Responsibilities

- It is expected that all of the duties and responsibilities of the Associate CIO will be performed in a manner that reflects the values of the hospital.
- Working with the Chief Information Officer, the Associate CIO will develop various projects and initiatives to support the institution and the Information Services department
- Manages and oversees activities in relation to the department's Strategic and Tactical Plans
- Works with the IT Directors to encourage sound practices for technology operations
- Keeps CIO informed and aware of operational and other activities in the IT Department
- Work as an advocate on behalf of the Medical Staff and the research community to provide leadership on systems technology and development projects including assignment of resources necessary to organizational priorities established by various committees
- Leads activities to develop partnerships with executives, faculty, and staff on ongoing customer and service delivery programs
- Work with the offices of executive and senior leadership to enable knowledge based decision making and identifies needs for information management
- Promote the highest level of customer service expectations throughout the health system by anticipating and responding to the health information technology needs of IT customers
- Represents the Information Technology Department as a member of committee and task forces both internal and external
- Develops and maintains the Master Recovery Plan for Computer Services
- Provides internal consulting on computer systems, telecommunications, information systems, and Health Information Management, to ensure consistent internal standards
- Works with the IT Directors to identify information system's needs, evaluates and recommends, and coordinates approval for equipment and software alternatives to improve current operations and meet future requirements

- Develop and maintain the annual Information Technology Department budgets and oversees the fiscal administration and integrity of capital equipment, monthly account management and reports
- Ensures timely reporting and compliance with institutional requirements for budget development and review
- Responsible for overseeing the design, execution, and effectiveness of a system of internal controls with respect to department, project and department fiscal management
- Represents the Information Technology Department in activities regarding the development of institutional policy and procedures and participates on Institutional Committees as appropriate
- Establishes effective working relationships with all teams within the Department as well as Divisions and Departments across the Institution
- Responsible for establishing and maintaining performance measures for the Department of Information Services, including work productivity, fiscal management, quality, operations, and management/resource allocation
- Initiate and oversee process improvement and quality initiatives within the TM organization
- Manages and ensures timely completion of requests related to departmental or divisional information, IT surveys, The Joint Commission documentation, and special requests made by the Institution or external agencies
- Understand and analyze the business vision of the Institution and assist with the development of information technology programs
- With the VP CIO, directs and oversees the implementation of the Information Management Strategic Plan to insure the vision and initiatives of the Institution are recognized
- Assists in the translation of strategy into a realistic, clearly defined tactical plan
- With the CIO, provides leadership for all human resource activities across the department including hiring and separation, completion of performance evaluations, coaching and counseling, wage and salary administration, employee orientation and training, and development of education plans
- Assures the appropriate controls are in place to manage the department's physical resources including space planning, equipment and inventory control, conference room and equipment and property maintenance
- Composes formal and informal correspondence and drafts, formats and delivers presentations using strong written and presentation skills
- Other duties that may be assigned from time to time

Personal Characteristics

- A high level of personal integrity, character and courage, with a clear focus on what is best for the organization, patients and communities served by hospital
- Exceptional relationship skills and an open and proactive communication style that is clear, direct, and inspires others
- A good listener, flexible in approach and willing to engage in open dialogue
- Dynamic, creative, energetic and inspirational, brings a sense of urgency and is proactive
- Focused, resilient, graceful and poised, especially when handling conflict or crises
- A team builder and team player with a high degree of patience and emotional intelligence
- Confident – open to challenge, question or to push back. Is able to deal with conflict in a productive manner
- Works well with all levels of the organization
- Values inherent in authenticity, integrity, and other personal characteristics that are compatible within the community
- Inspires respect and trust from his/her team

- A reputation for being honest and trustworthy

Qualifications

The following are key requirements of the ideal candidate for the Associate CIO position:

- Education
- Bachelor's degree in business, healthcare or a related field is required from an accredited college or university
- Master's degree from an accredited college or university is required
- Experience Required
- Ten years related business experience preferably in a healthcare or academic setting
- Strong technical skills in the design, implementation, troubleshooting, and support of multi-vendor, computing environments
- Proven record of effectively communicating at all organizational levels, understanding the Institution's business, missions and goals, and translating those goals into information technology initiatives
- Excellent communication and interpersonal skills are required.
- Staff development, team building and coaching experience
- Must have a high level of judgment, decision-making, discretion and integrity
- Excellent project management and vendor relation skills
- Successful experience in an EMR/CPOE implementation

Experience Preferred

- Knowledge/experience with leading EMR vendor products a plus
- Experience managing and working knowledge of a variety of platforms and of system deployment in a heterogeneous environment with a clear vision of how to use information technology to improve productivity, performance and delivery of service
- Current knowledge of the healthcare environment and experience with matrix reporting relationship and project management
- Experience in supervision, writing, budget and finance, organizational, time management, project management

CHIEF INFORMATION OFFICER

The hospital is seeking an experienced healthcare information technology professional to lead in the role of Chief Technology Officer (CTO). This is an exciting opportunity to join a highly regarded physician owned and run health system which provides outstanding quality healthcare. The Chief Technology Officer is a newly formed position and will lead the information technology architecture and strategy for the organization.

The CTO will serve as a key direct report to the Senior Vice President & Chief Information Officer and will be part of the IT senior leadership team. The CTO will operate as a leader in creating and executing IT technology strategies and standards. She/he will provide effective management and strategy in developing a robust, technical infrastructure. The CTO will develop and articulate the technology vision of the organization. Including the technical plan focused on creating a state-of-the-art architecture environment that will support the mission and goals of hospital.

Information Technology Environment

Information technology at the hospital has reached a vital stage. New executive leadership at hospital has defined ambitious strategic objectives and is putting in motion a variety of major initiatives that will shape IT and electronic resources throughout the organization for many years to come. The challenges of healthcare reform and a rapidly changing healthcare marketplace also demand the highest levels of IT capability. As a result of these developments, the Information Technology department is in the process of transforming to an integrated, coordinated and high performing model.

Hospital presently runs a state-of-the-art IT infrastructure. Capabilities include a robust, secure wide area network throughout the main campus and all remote sites. There are also complete telecommunications and wireless capabilities, a fully modernized on-site data center with expansion capacity, and automated management of all computers and devices. Hospital has standardized on a suite of products for its main administrative application portfolio. In the clinical domain, the hospital's current application portfolio is for the most part best of breed. A major focus has been the deployment of an Electronic Health Record in both the ambulatory and acute care settings. Hospital is presently evaluating its options to replace core and ancillary clinical systems with a new solution based on a vision to move forward with a fully integrated and interoperable platform. Executive leadership at the hospital is very supportive of effort and fully recognizes the importance that the Chief Technology Officer will play in meeting the goal of deploying a highly integrated clinical solution enabled by the appropriate enterprise architecture and innovation.

Position Purpose

A key challenge for the CTO will be to establish enterprise architecture and standards, including creation of organizational refresh standards and an innovation program. This includes providing the leadership to better leverage advanced technologies while improving end user satisfaction and efficiency. The CTO will also provide leadership in developing and managing specific technology areas including data warehouse technology, business intelligence, Web development, interfaces, clinical research and health information exchange.

The successful candidate will be a polished IT executive who will bring strong leadership and experience in providing a technology vision, developing an enterprise architecture, and leveraging technology to position an enterprise to meet the increasing information requirements of healthcare reform (e.g., Meaningful Use, ACO, regulatory reporting). The CTO must be able to build relationships and communicate effectively across the organization. He/she will be politically astute and be comfortable with presenting to various audiences, including senior leadership. The new CTO will be seen as a competent leader, a knowledgeable technologist, a good team builder and a solid developer of people. She/he will work in partnership with the IT, clinical and business leadership to translate requirements into technology needs.

Essential Duties & Responsibilities

- Develop technology IT vision working with the SVPCIO, IT, as well as clinical and business leadership
- Provide leadership on the use of advanced technologies to support the organization's strategies and priorities
- Lead efforts in the areas of innovation, data warehouse technology, business intelligence, mobile computing, Web development, interfaces, and health information exchange
- Maintain awareness of existing and emerging technologies, regulatory issues, and market factors and assist in the development of the IT strategy and plan
- Oversee development of enterprise standards and technology architecture and assist in technology evaluation

Minimum Qualifications:

Education:

- Bachelor's degree from an accredited college or university in Computer Science or related field is required, master's degree in Computer Science or a related field is desired

Skills, Knowledge & Abilities:

- Excellent verbal, presentation, written and interpersonal communication skills
- Ability to work collaboratively, influencing decisions and outcomes, facilitating consensus
- Ability to analyze complex technology problems and develop recommendations and solutions that are understood in business terms
- Highly skilled at needs assessment, facilitation of project implementation, and organizational change or development
- Perform effectively in a complex changing environment
- Excellent knowledge of advanced technologies including mobile computing, data warehousing and health information exchange
- Excellent leadership and management skills
- Personal leadership vision, persistence, energy, passion and enthusiasm

Experience:

- Seasoned IT professional with at least 10 years of progressively responsible management experience in a technical environment
- Experience in a senior technology position, such as Chief Technology Officer, within a complex hospital organization is highly preferred
- Presents and communicates effectively at all levels of an organization
- Deep understanding and proven track record over several years in IT strategy delivery, and excellent awareness of the strategic goals and ability to define and influence those goals
- Experience and knowledge of best practices related to enterprise data warehouse, health information exchange, Web development and clinical research

Personal Characteristics:

- A high energy and confident individual who is comfortable maintaining high visibility
- A polished IT executive who is politically astute and has strong presentation skills
- A self-motivated, hard-working, results-oriented professional with the highest integrity who can build trust and credibility quickly
- Demonstrated excellent communication skills including listening, speaking, and writing. Adept at influencing through relationships
- Outstanding interpersonal skills and ability to interact with a broad range of people. Able to function as a mentor/coach with a collaborative style
- A person who can develop, nurture and encourage staff to embrace change and improve the organization. Willingness and ability to hold people accountable to achieve objectives
- Demonstrated values-based leadership skills that emphasize creation of strategic vision, innovation, communication, finance and human resource management
- A collaborative team player and team builder

Scope/Impact Statement:

- The CTO will report directly to the SVPCIO and will be part of the senior IT leadership team. He/she will have a broad range of responsibilities and will be relied on to develop and help implement the technology vision for the enterprise.

CHIEF MEDICAL INFORMATION OFFICER

The Chief Medical Information Officer (CMIO) reports to the Senior Vice President and Chief Information Officer (SVP/CIO). The CMIO: Improves and/or supports others in improving the health and well-being of patients through excellence in patient care, teaching and research; Provides medical leadership for all clinical information systems that assist physicians in the delivery of patient care, medical education and research, and for the advancement of clinical quality and safety initiatives through the use of clinical information systems; Leads or participates in various committees representing the needs and requirements of the physician community and serve as an advocate for the use of information technology in the clinical setting; Works closely with the Chief Medical Officer (CMO), and will lead efforts to utilize information technology to support clinical quality programs; Is a key executive in the information systems arena; Builds strong relationships and fosters consensus at all levels of the organization, both corporately and throughout the health system, to assure the achievement of objectives with obvious need to work collaboratively with the clinics; Demonstrates the ability to see the big picture in terms of consequences and scope when planning for the future, responding to problems and implementing the changes necessary for the future growth and success and in the delivery of patient care; Promotes a positive IT organizational culture, is committed to quality services, and represents the organization in appropriate forums; Remains current with new technologies, national and local issues affecting healthcare information technology and their potential influence on the institution; Presents options to the Senior Executive team; Is responsible for understanding the impact of advanced information systems technology on patient care, teaching and research within a medical center environment; and Improves and/or supports others in improving the health and well-being of patients through excellence in patient care, teaching and research.

Primary Responsibilities:

- Serves as principal advisor to the SVP/CIO, CMO and other Information Technology staff with regard to physician issues and the impact that information technology has or may have on medical practices at affiliated organizations.
- Provides medical leadership in the areas of planning, development, preparation and implementation of strategic and tactical clinical information systems, this may include: core clinical systems, physician order entry documentation, and system wide divisional and departmental clinical systems including the development of a computerized patient record.
- Gains the support and consensus of physician leadership and faculty regarding information technology needs and priorities.
- Works in collaboration with the SVP/CIO and the research community to facilitate the use of computerized application in medical research.
- Provides physician leadership using clinical data to proactively monitor, revise and develop automated clinical guidelines and best practices to improve the quality of care.
- Provides leadership in supporting quality initiatives.
- Evaluates the impact of information technology on clinical processes and identifies areas to promote use of technology in creating efficiencies for clinicians and improving quality of care.
- Works collaboratively with other departmental Information Systems Specialists.
- Provides responsive service based on user needs including training to assure widespread acceptance and provider use of clinical systems.
- Identifies areas to promote use of technology in creating efficiencies for clinical areas to increase quality of care.

- Leads or participates on committees to support clinical outcomes analysis and quality initiatives.

Position Requirements/ Qualifications:

- MD with Master's degree in Healthcare Administration, Medical Informatics or Business Administration preferred.
- Healthcare information technology experience, with experience providing medical leadership for clinical information systems and computerized physician order entry.
- Proven leadership skills and business orientation.
- Possess excellent interpersonal skills and can work collaboratively with diverse personalities
- Must be approachable and show respect for others.
- Able to present data with effective communication and presentation skills.
- Must be an effective consensus builder.
- Possess a good grasp of clinical work flow and technology needs in both inpatient and outpatient settings.
- Perform as a strong leader with practical experience in the use of clinical technologies to support patient care.
- Understands major trends in healthcare and emerging clinical technologies. Demonstrates advanced leadership and management skills, interpersonal skills and customer service skills to interact with administration, department staff, medical staff, board members and all employees to affect change.
- Perform effectively in a complex changing environment.
- Ability to analyze complex problems and develop recommendations and solutions.
- Academic medical center experience a plus.
- Team leader and team player.
- Experience with standardization of systems and consolidation of multiple information systems.
- Strategic focus with established track record of successful delivery.
- Experience implementing clinical and Electronic Medical Record systems, preferably
- Computerized Physician Order Entry.
- Understands how to foster educated decision making.
- Action oriented and results driven.
- Ability to cultivate and maintain strong working relationships with executives and physicians.
- High integrity and trust-worthiness.

CHIEF NURSING INFORMATICS OFFICER

The Chief Nursing Informatics Officer (CNIO) provides visionary leadership and establishes direction for a comprehensive nursing informatics program, with a primary focus on nursing practice, administration, research and academic partnership in support of interdisciplinary patient-driven care. The CNIO serves as the principle for developing strategic nursing informatics plans, data analysis, creation of policies and procedures and serves as a champion for complex nursing projects and systems that support efficiency and effectiveness for end users, with the primary goal of advancing nursing's evidence-based practice.

The CNIO serves as the principal informatics advisor to the Chief Nursing Officer. The CNIO has national impact on informatics strategy and activities and impacts nursing informatics in the federal and private sector health informatics communities.

Primary Responsibilities:

- Collaborates with health care executives in creating the organizational mission and vision. Directs the integration of nursing or nursing related activities in the mutual development and achievement of organizational goals.
- Improves the quality and effectiveness of the facility's overall health care program by providing leadership, coordinating, and facilitating the evaluation and improvement of a wide range of programs. Excellence is reflected in improved client outcomes and organizational performance.
- Develops policy related to professional practice and relevant statutes and regulations on community, regional, and/or national levels.
- Mentors others in executive leadership positions. Forecasts knowledge needs for complex multi-system change
- Serves as an expert to communicate nursing and health care trends and issues at the local, regional, state, and/or national level.
- Advocates for ethical decision-making on behalf of the public and staff. Develops an environment for ethical decision-making at the organization/system level.
- Practice of an executive nature, comprised of complex leadership and administrative components, associated with critical health care issues and activities that influence the organizational mission, health care, and policy.
- Collaborates with other executives for strategic planning, decision-making, and problem solving about health care services and organizational priorities.
- Promotes an environment that supports the conduct and utilization of research in practice and a spirit of inquiry.
- Develops resource utilization strategies to improve organizational performance. Strategies reflect the changing societal and health care environments and the economic climate.

Position Requirements/ Qualifications:

- Master's degree in nursing or related field with BSN
- Doctoral degree in nursing or related field preferred
- Appropriate basic or advanced certification desired (Approximately 5-6 years)
- Graduate from a school of professional nursing approved by the appropriate State agency, and accredited by one of the following accrediting bodies at the time the program was completed: The National League for Nursing Accrediting Commission or The Commission on Collegiate Nursing Education.

- Current, full, active and unrestricted registration as a graduate professional nurse in a State, Territory, or Commonwealth (i.e., Puerto Rico) of the U.S. or in the District of Columbia.
- Requires 10 years' experience in nursing with evidence of experience in Informatics.
- Project management experience preferred.
- Valid driver's license and reliable vehicle for transportation throughout the region required.
- Must be able to travel throughout the corporation as well as to meetings and seminars throughout the US.

CHIEF NURSING INFORMATICS OFFICER AND DIRECTOR OF NURSING, CLINICAL QUALITY IMPROVEMENT

The Chief Nursing Information Officer (CNIO) and Director of Nursing (DON), Clinical Quality Improvement has a dual reporting relationship to both the Vice President for Information Services and the Vice President for Nursing and Patient Services. In the role of the Director of Nursing (DON) Clinical Quality Improvement, this individual reports solely to the Vice President for Nursing and Patient Services.

Primary Responsibilities:

CNIO:

- Responsible for strategic and operational nursing leadership in the development, deployment, re-engineering and integration of clinical information systems (CIS) to support clinicians and patient service.
- Improve the clinical quality, safety, and operational integrity of clinical information systems.
- Integrate quality improvement and regulatory standards into CIS to maximize the capability of the clinical data warehouse for quality, research, and evidence-based practice activities.
- Participate as a member of strategic management team, and work collaboratively with the interdisciplinary leaders to establish short and long term goals and implementation plans for clinical information systems.

DON:

- Plan, organize, direct, lead, and evaluate central nursing programs that include but are not limited to quality improvement, documentation management, nursing regulatory readiness, magnet standards and clinical data systems.
- Work collaboratively with the directors of nursing in the functional units to establish short and long term goals and implementation plans for the nursing programs.

Job Requirements / Qualifications:

- Earned Doctorate in Nursing or related field preferred.
- Master's degree in Nursing, Nursing Informatics, or Information Management from an accredited school of nursing
- Registered Nurse licensure in-state.
- Certification in Nursing Informatics by ANCC preferred.
- Advanced leadership skills at a level generally acquired through 4-7 years of progressively responsible program experience
- At least three years of experience as a top-level user of clinical information systems.
- Working knowledge of nursing theory, practice, information sciences, information and data management systems, and CIS software applications and configurations.
- Ability to analyze complex clinical operations and structure processes to facilitate decision-making regarding clinical information systems.
- Expert verbal, non-verbal, and written communication skills.
- Advanced interpersonal skills necessary to provide effective leadership and collaboration within a multidisciplinary setting.
- Advanced skills in project and program management and coordination.

CHIEF NURSING INFORMATICS OFFICER-REGIONAL

The Regional Nursing Informatics Officer (RCNIO) provides regional clinical leadership to advance health initiative's utilization of clinical information systems consistent with the goals and objectives of clinical and strategic initiatives. The RCNIO is a liaison between national and local clinical leadership and management. Works in close partnership with regional CMIO and RCIO to ensure regional clinical multidisciplinary leadership of all clinical IT projects and maintenance of clinical IT systems. Functions as a spokesperson for the clinical IT strategy, the RCNIO provides leadership and guidance in the integration of local and national efforts regarding the design of systems; clinical content; workflow and operational processes; quality patient care and benefits realization. The RCNIO champions the deployment and effective use of clinical information at the regional level, aligned with Operations Groups, within the organization.

Primary Responsibilities:

- Establish relationships with clinicians at the hospitals and other clinical facilities and advocate use of clinical information systems to support clinical decision support, evidence-based practice and patient safety.
- Establish and lead equivalent of local informatics committee with appropriate interaction with local practice, quality and safety councils.
- Lead local and regional clinical IT initiatives to support clinical decision support, evidence-based practice and patient safety.
- Provide local and regional clinical leadership to ensure successful IT that result in sustainable organizational change.
- Provide informatics based clinical review of plans for testing, training, hardware and support.
- Provide clinician to clinician communication top down and bottom up. Work with local champions to ensure standardized communications, implementation and involvement in project activities.
- Assures all communications to clinical staff are clear, consistent, timely and aligned with initiative objectives.
- Provide informatics based clinical review of plans for testing, training, hardware and support of clinical IT initiatives.
- Responsible for supporting the selection, design and implementation of clinical information systems that will support the transformation of care.
- Work in partnership with clinical, administrative, and IT leadership to translate clinician requirements into information system needs for clinical, teaching and research systems.
- Identify and manage key stakeholder participation in clinical IT projects to prioritize local and national clinical initiatives based on clinical IT enhancements needs and optimization opportunities.
- Provide initial project review for clinician involvement.
- Further develop or create nurse informatics role at MBOs/ facilities to support Magnet and other clinical practice initiatives.

Job Requirements / Qualifications:

- Able to identify opportunities, facilitate work groups, and develop new processes.
- Analyze interrelated elements of problems and works systematically to solve them, uses sound judgment to develop efficient and feasible resolutions to challenging issues.
- Able to develop and maintain relationships with a variety of types of position and individuals at both the National and MBO level.

- Works to understand a complex situation, issue or problem by breaking it down into smaller pieces. Uses a step-by-step approach to evaluate consequences and implications.
- Able to work through difficult problems using “out of the box” thinking.
- Sets goals and develops appropriate and actionable plans, including timelines and milestones.
- Incorporates the change acceleration process in all aspects of the program
- Able to effectively lead large and small groups of collaborations.
- Ability to read, analyze and interpret common scientific and technical journals, financial reports, and legal documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format.
- Ability to utilize figures in analysis and preparation of business proposals/plans. Ability to apply concepts of basic algebra and geometry.
- Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Bachelor’s degree in Nursing required
- Master’s Degree in Nursing, Information Systems, Business or closely related field preferred
- Certification – ANCC Informatics and/ or Executive preferred
- Minimum of 5-7 years’ experience with implementation, redesign or process work that includes clinical system redesign
- Previous experience as nurse leader for multiple clinical projects, large multi-faceted projects and /or nursing leadership. Experience such as nursing middle manager or a project manager/leader for a nursing/clinical project.
- Working knowledge of current/evolving nursing/patient care delivery models and challenges, hospital operations, human resources process, healthcare finance, payment systems, patient safety, continuum of care.
- Excellent interpersonal and time management skills.
- Excellent, persuasive verbal, writing and public speaking skills.
- Computer skills, including Microsoft Word, Excel, PowerPoint.

CHIEF TECHNOLOGY OFFICER

The Chief Technology Officer's role is to align technology vision with business strategy by integrating company processes with the appropriate technologies. The Chief Technology Officer is also responsible for all aspects of developing, implementing and maintaining technology initiatives within the organization, assuring high performance, consistency, reliability and scalability of all technology offerings. This individual maintains existing enterprise systems, while providing direction in all technology-related issues in support of information operations and core company values.

Primary Responsibilities

- Leads strategic technological planning to achieve business goals by prioritizing technology initiatives and coordinating the evaluation, deployment, and management of current and future technologies.
- Collaborates with the appropriate departments and outside vendors to develop and maintain a technology plan that supports organizational needs.
- Develops/contributes to IT business plans, staffing, budgeting and process decisions that support both the long-term and the short-term objectives of the company.
- Develops and communicates business/technology alignment plans to executive team, staff, partners, customers, and stakeholders.
- Directs development and execution of an enterprise-wide disaster recovery and business continuity plan.
- Stays abreast of trends and regulations to ensure effectiveness and compliance.
- Provides thought leadership and representation in interoperability work groups, as they relate to ONC's S&I framework.
- Keeps abreast of Direct and HIE trends statewide and nationally, as well as security requirements, HL7 and Meaningful Use, as these pertain to HIE, Direct and all of MedAllies' technology offerings.
- Analyzes complex business needs presented by the user community and/or clients and recommends technical solutions.

Acquisition & Deployment

- Assesses and communicates risks associated with technology-related investments and purchases.
- Develops business case justifications and cost/benefit analyses for technology spending and initiatives.
- Defines requirements for new technology implementations and communicate them to key business stakeholders.
- Reviews hardware and software acquisition and maintenance contracts and pursue master agreements to capitalize on economies of scale.
- Defines and communicates corporate procedures, policies, and standards for the organization for acquiring, implementing, and operating new network systems, equipment, software, and other technologies.
- Approves, prioritizes, and controls projects and the project portfolio as they relate to the selection, acquisition, development, and installation of major information systems.
- Contributes collaboratively within a creative and fast-paced environment to ensure design and delivery of high quality, scalable and innovative, configurable solutions that adhere to industry standards for architecture, security and privacy, and best practices.
- Actively participates in the execution of the Direct program by implementing standard integration platforms, developing change management guidelines and processes.

- Provides guidance and architectural oversight during the detailed design, build, test, and deploy phases.
- Reviews all designs, code and unit test plans where applicable.

Operational Management

- Defines company's software development methodology and life cycle approach.
- Conducts research to remain up-to-date and knowledgeable in regards to industry trends and emerging technologies in anticipation of new business processes and system alterations.
- Analyzes and improves upon technology standards across the organization to maintain a technological and competitive edge within the market.
- Acts as primary liaison for the company's technology vision via regular written and in-person communications with the organization's executives, department heads, and end users.
- Creatively and independently provides resolution to technical problems in a cost-effective manner.
- Develops, tracks, and controls the technical services annual operating and capital budgets for purchasing, staffing, and operations.
- Supervises recruitment, development, retention, and organization of all technical staff in accordance with corporate budgetary objectives and personnel policies.
- Ensures continuous delivery of technical services through oversight of service level agreements with end users and monitoring of systems, programs, and equipment performance.
- Ensures equipment and software operation adheres to applicable laws and regulations.
- Where necessary, oversees and develops patenting of intellectual property, inventions, and business processes.
- Ensures that development teams correctly specify, architect, prototype, implement and deliver adaptive applications.
- Establishes and oversees standards for coding, debugging and other engineering processes.
- Manages budget priorities
- Oversees and manages projects and staff to assure project deadlines are met, escalates issues for appropriate and timely resolution, and adheres to project management methodologies. Tracks actual project performance against planned performance, analyzes variances, and reports progress.
- Directs operations in executing production tasks according to a documented schedule that meets or exceeds customer expectations.
- Translates program goals and strategic objectives into work plans for staff and delegates the authority needed to ensure accountability for performance.
- Directs and prioritizes the workload of subordinate personnel.
- Ensures that projects meet clients' and users' business needs and expectations of quality by developing and reporting performance metrics.
- Monitors strategic operating goals, objectives and budget; and reports operational performance.

Position Requirements

- University degree in the field of computer science or business administration. Master's or PhD. degree in one these fields preferred.
- 15 years' experience managing and/or directing technological operations, with a proven ability to lead a progressive IT group to develop and implement IT programs on time and within budget.
- 10 years' experience working in the healthcare industry.
- 10 years' experience in strategic technology planning, execution, and policy development.

- Excellent knowledge of technology environments, including telecommunications, networks, programming, media, and desktops.
- Solid understanding of computer systems characteristics, features, and integration capabilities.
- Extensive knowledge of data enterprise software applications, outsourcing standard practices, integration standard practices including the S&I framework and NWHIN standards.
- Experience in the following languages and protocols – Java, XML, Http/s, RESTFUL Web Services, RFC, JDBC, JCO.
- Ability to work with multiple technologies (ex. SMTP, XD, XD*, LDAP, HL7, CCD, CCDA) .and ability to quickly learn and use new technologies.
- Technical experience with systems networking, databases, Web development, and user support.
- Exposure to business theory, business processes, management, budgeting, and business office operations.
- Excellent understanding of project management principles.
- Proven experience in planning, organization, and development.
- Superior understanding of the organization’s goals and objectives.
- Demonstrated ability to apply technology solutions to business problems.
- Demonstrated aptitude for learning new technologies and new program development.
- In-depth knowledge of applicable laws and regulations as they relate to technology issues.
- Must be extremely organized, highly motivated self-starter with excellent attention to detail.
- Exceptional multi-tasking skills.
- Ability to react to change productively.
- Proven leadership ability.
- Ability to set and manage priorities judiciously.
- Excellent written and oral communication skills.
- Excellent interpersonal skills.
- Strong tactical skills.
- Ability to articulate ideas to both technical and non-technical addressees.
- Exceptionally self-motivated and directed.
- Keen attention to detail.
- Superior analytical, evaluative, and problem-solving abilities.
- Exceptional service orientation.
- Ability to motivate in a team-oriented, collaborative environment.

DATA ARCHITECT

The candidate will be responsible for the analysis, design, and development of data modeling solutions. Will perform detailed data analysis and modeling and be the key source of knowledge on corporate data needs and business rules/relationships concerning existing company data. Has the ability to evaluate a moderately complex system and understand the inter dependencies between components, provide guidance/training to others as staff lead teams of individuals in a matrix organization and perform a variety of concurrent activities. The candidate will need to be able to communicate clearly, concisely, and persuasively about moderately complex and/or technical topics and effectively with others in a work environment and with customers.

Primary Responsibilities:

- Participation in proposing new technical architectures and solutions to improve and enhance existing architectures.
- Provide architectural services for new and existing projects.
- Evaluate and test emerging technologies/tools, and documenting essential steps to integrate tools to applications.
- Design and develop common application services for re-use across multiple project initiatives.
- Perform system analysis, design, implementation, and documentation for various projects.
- Define and refine of lifecycle software application systems.

Position Requirements/ Qualifications:

- With 7+ year's experience
- Enterprise Data Architecture
- Information Architecture
- Data Modeling
- Data Warehousing
- RDBMs, preferably Oracle
- Component-based architecture
- Java and J2EE
- High-end distributed systems
- Strong process knowledge

DIRECTOR OF BUSINESS INFORMATICS

The Director of Business Informatics (DBI) will lead the audit strategy and data analytics team. Initially the DBI will work directly with the Healthcare Recovery and Audit Contracting (RAC) team. The Director of Business Informatics will lead the improper payment identification function. The ideal candidate will possess an expertise and passion for identifying improper Medicare payments on behalf of organizations such as QIOs, MACs, FIs, the Department of Justice, and/or commercial insurance carriers/plans. The individual must have a good working knowledge of Medicare payment policy, and ability to operationalize that policy into assisting our data analytics team to identify likely claims for audit.

Primary Responsibilities:

- Developing a comprehensive and well supported audit strategy (based on regulatory and local/national coverage determination) for both coding and medically necessary audits.
- Directing the New Issue development team in the identification of potential improper payments, development of an audit strategy and approval of that strategy with CMS. Translating audit strategy into a measurable and well-articulated set of tactics which will include:
 - Query development and refinement – done in conjunction with the data analytics team.
 - Audit support – identification and articulation of likely improper payments scenarios and applicable Medicare billing guidelines to support audit parameters.
 - Working closely with the audit team to evaluate audit results.
 - Develop methodologies and processes for revising audit selection criteria to achieve maximum audit efficiency.
 - Working closely with the Medical Director(s) and Medical Review Manager to ensure the strategy is implemented correctly.
 - Research new payment vulnerabilities and track applicable Medicare communication on improper payments.
 - Work with the analytics group to forecast audit claim volume.

Position Requirements/ Qualifications:

- Bachelor's Degree required, Master's degree preferred.
- RN or M.D. degree preferred.
- Minimum 7 to 10 years related experience having worked in a similar role.
- Working clinical background strongly preferred (BSN, M.D.).
- 3 to 5 years management and/or consulting experience in a management role.
- Strong understanding of medical billing and claims processing processes.
- Strong competence in applying and interpreting Medicare billing guidelines to the payment of claims in the inpatient and outpatient setting (SNF, Home Health, DME, ASC, Clinics, etc.).
- Experience having worked with CMS and/or State Medicaid Agencies.
- Strong written and verbal communications skills; proven ability to engage team members across multiple office locations and time zones.
- Be free of defaulted student loans, state or federal liens.
- Able to pass a pre-employment background check including credit and criminal history.
- Meet the stated minimums for the position (could include specialized education/training, degree, certification, etc.).
- Possess excellent communication skills - written, verbal, in-person or over the phone.
- Some positions may require Federal Background Clearance.

- Track record of leading complex database/application projects with aggressive timetables without compromising quality and cost objectives.
- Strong project management skills with demonstrated proficiency in effective use of project management tools; PMP certification desired.
- Prior experience as a database architect and/or software developer in the health care arena.
- Ability to evaluate and select appropriate technologies for use in data warehouse, data mart, and BI applications; deep knowledge of business intelligence, ETL, and various data warehouse platforms.
- Demonstrates proficiency in effective use of quality management (TQM, Six Sigma) and change management methods.
- Demonstrated success in working in fast-paced entrepreneurial environments.
- Hands-on experience with health care quality reporting applications a plus.

DIRECTOR OF CLINICAL INFORMATION SYSTEMS

The Director, Clinical Information Systems (IS) reports to the Vice President, Chief Information Officer. The Director will manage a team of clinical IS staff. The Director plans and directs all aspects of design, implementation and maintenance of clinical information systems to effectively apply technology solutions to improve clinical operations. The Director performs administrative and management functions for the health system's clinical IS area. The Director is responsible for translating the mission, strategic goals and program priorities of the organization into department operations. The Director, Clinical IS will be responsible for providing leadership, direction and management of information systems that directly support clinical information system solutions. The Director plans, prioritizes, summarizes, directs and supervises staff, users and vendors in clinical systems development and support functions with an emphasis on complete, accurate and secure systems. The Director manages the analysis, selection, design, implementation and support of clinical information systems solutions. The Director plans and directs all aspects of design, implementation and maintenance of clinical information systems to effectively apply technology solutions to improve clinical operations.

Primary Responsibilities:

- Provides leadership and direction in the analysis, selection, design, implementation and support of clinical information systems solutions.
- Plans, prioritizes, summarizes, directs and supervises staff, users and vendors in clinical systems development and support functions with an emphasis on complete, accurate and secure systems.
- Provides functional and technical leadership for the implementation and support of software applications (internally or vendor developed), enhancements, and modifications.
- Prepares and recommends short and long term goals and objectives for the systems development and support functions.
- Establishes, with IS Management, appropriate priorities for projects and staff, communicates priorities and ensures compliance.
- Supervises the development of project plans and estimates and schedules resources; monitors and reports project progress against established work plans to CIO on a weekly basis.
- Assigns staff to projects consistent with the health system, IS department and team priorities, with consideration to appropriate workload balancing and staff development needs.
- Ensures that project and service commitments, deadlines and budgets are met or exceeded.
- Informs IS Management weekly of status, progress, issues, problems, etc.
- Manages staff in the development and support of information systems to achieve functionally adequate, efficient, and cost effective solutions.
- Supervises, through weekly review, the progress and quality of development and support activities.
- Effectively coordinates staff, user and vendor personnel involved in multiple development projects and support activities.
- Guides staff in the utilization of contemporary system development tools and methodologies.
- Demonstrates the ability to recognize, establish and deal with priorities promptly.
- Makes productive use of time and staff resources.
- Manages the analysis, selection, design, implementation and support of clinical information systems solutions.
- Manages the design, implementation and user training of information systems and procedures, providing effective and efficient solutions.

- Monitors and safeguards the production systems environment and modifications to it to ensure appropriate analysis and actions have occurred and systems are not adversely impacted.
- Develops, maintains and assures compliance with standards, policies and procedures for systems development methodology, production systems support, project management, quality assurance and documentation.
- Supervises and conducts special analyses, such as requirements analysis, system feasibility studies, systems selection and process improvement projects.
- Insures the development of functionally accurate, efficient, well-tested, and secure program code, utilities, and tools.
- Insures the development of test areas, system test data, and testing methods prior to implementation of new or revised systems and is accountable for post-implementation reviews.
- Ensures that alternative options for processes and systems are thoroughly and objectively evaluated to insure the most cost-effective and efficient solution.
- Insures that limitations and constraints (cost, time volumes, benefits, and risks) and controls (security, audit, operational) are considered, documented and reported to the CIO.
- Evaluates new technology and systems and accurately predicts impact these new products or approaches will have on existing systems.
- Demonstrates fiscal leadership and responsibility in utilizing resources.
- Develops the IS annual plan and strategic information plan updates.
- Develops capital and operating budgets.
- Develops and recommends IS program plans, policies, and proposals for major purchases.
- Responsible for the ongoing management of information security policies, procedures, and technical systems in order to maintain the confidentiality, integrity and availability of all organizational healthcare information systems and all electronic health information the organization creates, receives, maintains or transmits.
- Responsible for implementing and managing information security directives as mandated by the HIPAA security rule, JCAHO and other regulatory laws and statutes.
- Ensures the ongoing integration of information security with business strategies and requirements.
- Ensures that the access control, disaster recovery, and business continuity needs of the organization are properly addressed.
- Works with vendors, outside consultants, and other third parties to ensure that information systems are adequately protected and meet HIPAA certification requirements.
- Using an incident response team approach, works in conjunction with the Corporate Compliance department to contain, investigate and prevent computer security breaches.
- Serves as primary IS department contact and resource for assigned user departments and assumes primary responsibility for meeting their clinical information requirements and supporting clinical applications.
- Demonstrates accountability, responsibility and initiative in providing client services and meeting goals.
- Develops, implements and maintains client service plans and teams.
- Develops and presents recommendations on IT solutions to clients and CIO for clinical and information needs.
- Prepares for and conducts monthly client/IS department status, planning and support meetings; leads task forces.
- Maintains contact with user departments to exchange information and ideas, review requests for service, and/or resolve problems in order to meet customer needs.

- Monitors that staff demonstrate an understanding of and sensitivity to the users' environment and information needs.
- Responsible for the ongoing management of information security policies, procedures, and technical systems in order to maintain the confidentiality, integrity and availability of all organizational healthcare information systems and all electronic health information the organization creates, receives, maintains or transmits.
- Responsible for implementing and managing information security directives as mandated by the HIPAA security rule, JCAHO and other regulatory laws and statutes.
- Ensures the ongoing integration of information security with business strategies and requirements.
- Ensures that the access control, disaster recovery, and business continuity needs of the organization are properly addressed.
- Works with vendors, outside consultants, and other third parties to ensure that information systems are adequately protected and meet HIPAA certification requirements.
- Using an incident response team approach, works in conjunction with the Corporate Compliance department to contain, investigate and prevent computer security breaches.
- Provides leadership to information technology programs and services and participates in the management of the IS department.
- Provides leadership for IS activities, consistent with business objectives and the strategic information plan.
- Participates in the development of the IS annual plan and strategic IS plan updates.
- Assists in the development of capital and operating budgets.
- Develops and recommends IS program plans, policies, and proposals for major purchases.
- In conjunction with the IS Management Staff, establishes and enforces performance, productivity and technical standards.
- Manages IS Clinical Systems staff.
- Interviews and selects high quality candidates.
- Orients, trains, supervise, directs, schedules and assigns work, whether directly or through subordinates.
- Outlines scope of authority and job responsibilities for IS management. Develops reasonable goals for staff and measures performance equitably and constructively.
- Initiates, recommends and approves human resources actions including hiring, terminations, and disciplinary actions.
- Conducts ongoing performance management including annual performance evaluations.
- Maintains and effectively utilizes professional contacts with other companies, research bodies, software vendors and equipment manufacturers concerning computer applications, tools and equipment, to keep abreast of current technology, train staff and provide effective support for new and existing systems.
- Maintains and demonstrates expertise in information technology approaches, vendors and products.
- Demonstrates an ability to assess a situation from a variety of perspectives, considers several alternatives, and chooses an appropriate course of action.
- Seeks guidance and direction from peers and from the CIO, as necessary, for the successful completion of tasks and projects.
- Supports and integrates organizational goals into department activities.

Position Requirements/ Qualifications:

- Bachelor's degree required in a related field from an accredited college or university, master's degree in business, or related field preferred.
- Certification in Project Management and prior project management experience in clinical information systems preferred.
- Ten years information systems leadership experience as a supervisor or manager in a large hospital, academic medical center or healthcare setting.
- Advanced clinical system experience highly preferred.
- Prior experience with technical support and information security management around the electronic medical record health systems.
- Five years of experience in both technical and strategic roles in healthcare environments (in integrated healthcare systems).
- Previous responsibility for strategy, selection and standardization for new system implementation.
- Documented success in addressing business needs with information management solutions and practices and leading the design, development, deployment, and support of clinical information systems.
- Proven ability to organize and effectively manage a complex, cross-segment business change initiative.
- Highly motivational communication skills.
- Ability to analyze and present data to influence behavior, stimulates innovation, promote best practices, and drive organizational change.
- Demonstrated leadership ability and interpersonal effectiveness required to work collaboratively with multiple disciplines, e.g., physicians, administrative, external agencies and vendors.
- Capable of consistently exercising diplomacy, patience, and tact.
- Ability to manage silos, confront issues and work toward to collaborative solutions.
- A clear organizational leader who understands the organizational culture.
- Critical thinking, problem solving and negotiation skills.
- Solid experience in understanding clinical workflow.
- Experience in innovative program planning and development.
- Highly accomplished verbal and written presentation and communication skills.
- Ability to provide excellent customer service.
- Exceptional analytical, conceptual, and business planning skills.
- Top notch management skills.
- Ability to navigate organizational politics and be a team builder.
- Must be to be holistic, flexible and creative in strategic approaches.
- Organizational skills, along with attention to detail, and the ability to achieve deadlines in a complex, dynamic environment.
- Ability to direct, educate and manage the customers.
- Maintain an energetic approach and have a strong work ethic.
- Ability to respond beyond the task at hand and consider possible growth implications.

MEDICAL OFFICER

Medical Officer (MO) is tasked with providing the medical expertise, relationships and communication skills necessary to enable customers to transform their clinical and public health practices with innovative information technology solutions. The MO has the credibility and experience to assist our customers to integrate health IT into their clinical, administrative and public health workflows. The MO provide the expertise necessary to help create and deploy innovative services and solutions that address emerging requirements for the meaningful use of electronic health records, and the secure and interoperable exchange of health information. The MO is expected to be directly billable to clients at least half-time, and provide support to our business development efforts, including marketing and proposal development. The MO will be expected to act as an able communicator within the organization and within the health IT community, who is capable of demonstrating health IT thought leadership to our team, our clients and the health industry.

Primary Responsibilities:

Clinical Health Engagements

The MO is expected to provide the expertise and leadership necessary to help our clients achieve demonstrable improvements in the cost and quality of care delivery through the use of health information technology. The MO must have a strong background in clinical practice management that provides them with the skills to help our clients integrate health IT services and solutions without degrading their clinical (care delivery) workflows in the practice, whether in an ambulatory or an in- patient setting. To achieve this, the MO must possess strong skills in the following areas:

- Care delivery, in ambulatory and (ideally) in-patient settings.
- Health care quality measures, including AHA, AQA, and NQF measures.
- Experience in using health analytics methods and tools to achieve process improvement, enhance patient care and/or improve practice profitability.
- Best practices in transitioning from traditional to innovative care delivery and reimbursement modalities.
- Healthcare administration from a practice perspective, including encoding medical records, claims processing and eligibility verification.
- Knowledge of relevant electronic health informatics specifications and vocabularies, such as ICD, SNOMED, CPT, LOINC and others.
- Experience in working with electronic health information solutions, including electronic health records, practice management solutions and others.

Public Health Engagements

The MO should provide the medical knowledge necessary to enable our clients to improve their public and population health management capabilities, which may include case investigations, epidemiology, analysis, and response. Specific skills required include:

- Ability to lead a team of experts on public health information technology engagements.
- Understanding of public health case reporting requirements for providers.
- Experience in treating infectious diseases.

- Approaches to identifying and managing specific populations with a practice, e.g. patients with diabetes or other conditions.
- Ability to develop and articulate strategies for combating chronic care conditions that represent the majority of costs and fatalities in healthcare.
- Experience and knowledge in the science of population health, including (but not limited to) medical research, medical product safety, adverse event detection, epidemiology, and countermeasures.

Business Development

The MO is expected to participate in business development initiatives by providing clinical domain expertise and support in the following areas:

- Federal IDIQ/GWAC vehicles associated with health information technology.
- Agency-specific RFPs for health IT services and solutions.
- RFPs for state and regionally-based initiatives for health information exchange
- Marketing activities such as presentations and webinars for current and prospective clients.
- Participating in proposal development activities, including writing and pricing.

Strategy and Thought Leadership

The MO is expected to assist in creating and communicating thought leadership in health information technology. This would include:

- Assistance in developing strategy for health IT.
- Developing white papers on topics associated with health information technology and clinical practice.
- Presentations at conferences.

Position Requirements/ Qualifications:

- MD and current license.
- Anticipates customer needs and provides innovative solutions creatively resolving issues before they become problems.
- Proposes resource investments to support organization's business plan and provides input to corporate budget cycle.
- Plans and acts strategically by anticipating opportunities, analyzing competitive posture, and developing/implementing successful programs based on that analysis.
- Gains commitment of peers and subordinates to corporate, division, and operating unit visions/missions and creates a desire to excel.
- Encourages others to express and exchange ideas and information while accurately sharing relevant information in a timely manner.
- Influences others to alter viewpoints and change behaviors to meet/exceed the needs of the organization and its clients.
- Builds effective relationships demonstrating tact and diplomacy.
- Provides valued advice and counsel at senior levels in client organizations and the corporation.
- Possess current knowledge concerning major health IT initiatives at the Federal level, including mandates and standards associated with the meaningful use of electronic health records and the exchange of electronic health information.

NURSE INFORMATICIST

The Nurse Informaticist functions as a knowledgeable practitioner, and as a consultant, educator, and evaluator to maintain and improve system services, and to mentor clinician users to become better technology consumers. The Informaticist's primary roles are to:

- Participate in the selection, implementation, and support of clinical systems.
- Ensure maximum use and efficiency of clinical systems.
- Provide direct, hands-on education and support to staff in the use of technology in a manner which promotes patient safety and confidentiality.
- Consistently strive to improve knowledge and skills in the development of clinical systems and processes.
- Provide system support to include on-call shifts as needed.

The Informaticist consistently searches for and implements systems and system improvements which allow clinicians to provide high quality care in the most efficient manner possible utilizing technology.

Primary Responsibilities:

System Design and Optimization

- Perform regular analysis of department workflow and provide recommendations for the automation of manual processes.
- By directly interacting with department staff on a daily basis, perform ongoing assessment of whether technology is meeting the needs of the department by enhancing, not impeding workflow.
- Solicit and respond to user concerns about system functionality.
- Work cooperatively within the Informatics and Information Technology Governance Structure to develop resolutions to issues in response to user requests and concerns.
- As a liaison to clinically focused committees, make recommendations for planning and development of clinical systems.
- Assist with the development and revision of department policies and procedures to address changes brought about by the implementation of technology.
- Develop targeted metrics which determine system benefits for the user department, including criteria which measure process improvement.
- Gather and analyze information to determine overall system and process improvement benefits based upon pre-defined metrics.
- Develop and facilitate the use of change management mechanisms for system alterations.
- Develop and maintain relationships with vendors which for research and development purposes. Attend vendor training as needed. Attend vendor user groups and conferences, preferably with IT Systems Analyst.
- Audit software upgrades in collaboration with the IT Systems Analyst.
- Facilitate adherence to HIPAA and HMNMH Security and Privacy Policies in development of systems.

System Selection, Implementation, and Adoption

- Identify potential champions for clinical technology, and actively mentor them as future HMNMH technology leaders.

- Participate in efforts to select systems which meet departmental needs in adherence with the guidelines set forth in the HMNMH Technology Planning Approach (TPA).
- Manage and/or participate in system implementation projects per the Project Management Methodology as set forth in the HMNMH TPA.
- Collaborate within and outside of the department to build and/or oversee the build of system components (profiles, dictionaries, screens) that lend to an integrated system which supports the workflow of all users, in all departments which will use the technology.
- Lead in efforts to acquire early buy-in for technology endeavors at all stakeholder levels: community, executive, management, physician, and user.
- Continuously engage project and technology stakeholders to facilitate adoption of systems and processes.
- Actively participate in testing and validation of departmental systems and components.
- Develop and maintain documentation for all users of the department's systems.
- Report status of projects and metrics scorecard data to stakeholders.
- Develop audit tools which determine the level of user adoption of technology.

Education

- Train leadership in the use of audit tools, and assist in the development of mechanisms to identify and address user adoption issues.
- In conjunction with the clinical educators, assist in development of training tools and programs for upgrading the skills of the department staff.
- Lead education efforts and provide direct hands-on training for department staff in the use of computer hardware, software, and related processes, including adherence to HIPAA and HMNMH security and privacy policies.

System Support

- Serve as the primary liaison between the department, core teams, and IT in order to resolve system/interface problems.
- Develop, train, and oversee implementation of downtime procedures for departments.
- Communicate with staff regarding upcoming downtime and ensure ready availability of the appropriate tools to support staff during the downtime.
- Assist in the establishment of a collaborative user support framework which addresses hardware, software, and process issues at all times that systems are operational (24/7).
- Provide direct support to end users, working within the established support framework that includes Informatics and IT input.
- Assume on-call duties for user support on a rotating schedule per the established support framework.
- Develop tools and provide training which allows the greatest level of user autonomy in obtaining necessary reports.

Position Requirements/ Qualifications:

- Current licensure as RN in the State of California, BSN preferred.
- BLS Certification.
- Minimum 3 years of clinical experience.
- Clinical Informatics experience preferred.
- Experience as developer or user of MEDITECH preferred.

- Strong Computer Skills. Proficient with Windows applications.
- Excellent organizational, presentation communication skills and leadership skills.
- Ability to work effectively individually and as part of a collaborative team.
- Ability to work on several complex issues at the same time.
- Ability to collect, analyzes, and presents data at various audience levels.
- Excellent customer service skills.
- Professionalism and an ability to manage stressful situations in a manner that is conducive to finding resolution.

PORTFOLIO MANAGER

The portfolio manager is responsible for the IT portfolio. This portfolio includes the entire systems lifecycle for the applications that support the healthcare organization. This includes the management of request process, working with the governance committee to ensure the proper programs/projects are completed at the proper time when the resources are available. Utilizing enterprise architecture and configuration/change management standards to revise existing systems to increase operating efficiency and/or adapt to new requirements or technologies. Utilizing program/project management standards to successfully implement new systems as the organizational need defines. Works closely with the CIO, CTO and CNIO to share responsibility for the day to day operations of the IT infrastructure and systems.

Primary Responsibilities

- Performing needs analysis to define opportunities for new or improved business process solutions for IT systems;
- Consulting with customers to identify and specify clinical and technical requirements;
- Conducting business process reengineering;
- Conducting feasibility studies and trade-off analyses;
- Developing cost estimates for new or modified systems;
- Ensuring the integration of all IT systems components, e.g., procedures, policies, software and hardware;
- Ensuring the rigorous application of information security/information assurance policies, principles, and practices to the systems analysis process;
- Assign work based on priorities, selective consideration of the difficulty and requirements of assignments, and the capabilities of employees;
- Find ways to improve production or increase the quality of the work directed;
- Work directly with IT governance committee to evaluate new requests as relates to technical feasibility, alignment with organizational architectural and technical standards, technical work efforts and availability of resources;
- Evaluate IT portfolio to define opportunities to decrease complexities to help streamline operations and maintenance
- Evaluating new clinical informatics applications software technologies;

Position Requirements/Qualifications:

- Bachelor's degree in technical, management discipline, or engineering
- MS degree or equivalent I technical field, a plus
- 5-10 years in project or program management
- Demonstrated knowledge of project management principles, practices and software development life cycle
- Demonstrated knowledge of enterprise architecture principles and practices
- Demonstrated knowledge of change and configuration management principles and practices
- Effective a decision making based on ability to look at the big picture as well as the details for multiple programs/projects/activities
- Proven clear and concise communication skills, both verbal and written, for technical, business and clinical audiences
- Demonstrated knowledge of relevant technologies, industry and market trends within the industry

- 6+ year's experience managing technical development teams in support of clinical and administrative system
- Demonstrated experience taking a product from development to production
- Demonstrated experience with evaluating new customer needs and documenting the business case and technical requirements
- Knowledge of software development process and Windows-based applications, including MS Office, Project and various development technologies
- Excellent leading, listening, and motivating skills
- Understanding of regulatory requirements and industry best practices

PRINCIPAL, CLINICAL MEASURES

Principal for Clinical Measures (P/CM) is an experienced health IT professional with considerable expertise and experience in analyzing quality measures for healthcare in clinical practice. The P/CM is a directly billable resource for client engagements, but also a senior subject matter expert who assists in defining innovative health IT services and solutions. The P/CM has the skills necessary to help customers to transform their clinical practice by ensuring that their information technology solutions support and advance clinical quality measures. The MO has the credibility and experience to assist our customers to integrate these measures into their clinical and administrative health workflows.

Primary Responsibilities:

Health Engagements

The P/CM is expected to provide the expertise and leadership necessary to help our clients achieve demonstrable improvements in the cost and quality of care delivery through the use of clinical measures that are implemented through health information technology. The P/CM must have a strong background in clinical quality measurement and health analytics, including:

- Demonstrated knowledge of measurement and reporting of clinical process in inpatient and ambulatory settings.
- Demonstrated knowledge of measurement and reporting of clinical outcome measures in inpatient and ambulatory settings, and is able to help clients identify which measures are most important.
- Experience reporting CMS mandated measures including PQRI, RHQDAPU, and ESRD measures.
- Knowledge of existing clinical measures to include CMS mandated measures and measures promulgated by NQF, HQA and AQA.
- Demonstrated knowledge of either ambulatory or inpatient quality improvement processes or programs.
- Understands how clinical measurement can be used to implement pay for performance based systems for care delivery.
- Understands the continuum of data processing to include what data to collect, how to collect it, how to analyze it, and what to recommend in order to assure meaningful information for action.
- Understands quality measures associated with current “meaningful use” provisions associated with the HITECH Act.
- Understands data collection purposes, methods, and tools.
- Understands and utilizes best practice methodologies and tools for data analysis including logistical regression, statistical sampling, surveys, SAS, SPSS, and genetic modeling.
- Proficient in Web-based applications and reporting tools to ensure the meaning and utility of the data.
- Experience in working with electronic health information solutions, including electronic health records, practice management solutions and others.

Business Development

- The P/CM is expected to participate in business development initiatives by providing quality measurement expertise and support in the following areas:

- Major Federal IDIQ/GWAC vehicles associated with health information technology.
- Agency-specific RFPs for health IT services and solutions.
- RFPs for state and regionally-based initiatives for health information exchange. Specific responsibilities would include:
- Marketing activities such as presentations and webinars for current and prospective clients.
- Participating in proposal development activities, including writing and pricing.

Strategy and Thought Leadership

The P/CM will assist in developing strategy for innovation and thought leadership in health IT. Specific responsibilities may include:

- Developing white papers on topics associated with informatics selection and implementation.
- Presentations at conferences.

Position Requirements/ Qualifications:

- Degree in health IT or information technology generally.
- Strong expertise in informatics.
- Must have experience in implementing AQA and/or NQF quality measures in a clinical environment.
- Strong understanding of Federal government contracting.
- Proven ability to communicate with health and IT professionals and clinicians.
- Outstanding interpersonal, communication, and negotiation skills.
- Ability to self start and to handle multiple tasks simultaneously with a strong understanding of prioritization.
- Anticipates customer needs and provides innovative solutions creatively resolving issues before they become problems.
- Proposes resource investments to support organization's business plan and provides input to corporate budget cycle.
- Plans and acts strategically by anticipating opportunities, analyzing competitive posture, and developing/implementing successful programs based on that analysis.
- Gains commitment of peers and subordinates to corporate, division, and operating unit visions/missions and creates a desire to excel.
- Encourages others to express and exchange ideas and information while accurately sharing relevant information in a timely manner.
- Influences others to alter viewpoints and change behaviors to meet/exceed the needs of the organization and its clients.
- Builds effective relationships demonstrating tact and diplomacy.
- Provides valued advice and counsel at senior levels in client organizations and the corporation.
- Possesses current knowledge concerning major health IT initiatives at the Federal level, including mandates and standards associated with the meaningful use of electronic health records and the exchange of electronic health information.

PRINCIPAL, HEALTH INFORMATICS

The Principal for Health Informatics (P/HI) is an experienced health IT professional with considerable expertise and experience in implementing standards and solutions for health informatics. The P/HI is a directly billable resource for client engagements, but also a senior subject matter expert who assists the VP/HSI in defining innovative health IT services and solutions. The P/HI reports to the Vice President for Health Strategy and Innovation. The P/HI will be expected to support other VPs and Directors on client projects and business development, including:

- Clinical Health, including health solutions and services for military, veteran, and native American populations; experience supporting one or more Federal agencies that deliver care, such as the DoD Military Health Service, the Department of Veterans Affairs, the Indian Health Service, is highly desirable.
- Other Federal Health, including public health, medical research, medical product regulation and more.
- Beneficiary Management and Behavioral Analytics, including customer relationship management, claims processing and program integrity.
- Health Information Exchange services and solutions, both for Federal and state-level customers. The P/HI will be part of a team within HSI that includes a medical officer, as well as senior analysts in clinical quality measurement and public health.

Primary Responsibilities:

The P/HI is expected to provide the expertise and leadership necessary to help our clients achieve demonstrable improvements in the cost and quality of care delivery through the use of health information technology. The MO must have a strong background in clinical health informatics, including:

- Standards for encoding diagnostic and procedure information, including ICD-9, ICD-10, SNOMED-CT and CPT-4.
- Standards for encoding laboratory results, such as LOINC.
- Standards for encoding healthcare administrative data, particularly EDIFACT specifications such as ASC X.12.
- Standards for health specialties (e.g. RxNorm for prescribing, and other workflows). The P/HI is responsible for working with health IT account implementation teams to select and implement informatics standards and solutions, specifically:
 - Evaluating the standards compliance of health IT solutions.
 - Assisting clients in selecting HIT standards for implementation and advising them on best practices.
 - Working with engineering teams to advise them on implementing informatics standards.
 - Explaining the benefits of informatics to clients.
 - Working with the clinical measurement and public health analysts to determine how to extract analytical information from large volumes of clinical or public health transactions.

To achieve this, the P/HI must possess strong skills in the following areas:

- Understanding of health analytics methods and tools to achieve process improvement, enhance patient care and/or improve practice profitability.

- Healthcare administration from a practice perspective, including encoding medical records, claims processing and eligibility verification.
- Experience in working with electronic health information solutions, including electronic health records, practice management solutions and others.

Business Development

The P/Hi is expected to participate in business development initiatives by providing informatics expertise and support in the following areas:

- Major Federal IDIQ/GWAC vehicles associated with health information technology.
- Agency-specific RFPs for health IT services and solutions.
- RFPs for state and regionally-based initiatives for health information exchange.
- Marketing activities such as presentations and webinars for current and prospective clients.
- Participating in proposal development activities, including writing and pricing.

Strategy and Thought Leadership

The P/Hi will assist the VP/HSI in developing strategy for innovation and thought leadership in health IT. Specific responsibilities may include:

- Developing white papers on topics associated with informatics selection and implementation.
- Presentations at conferences.

Other

- Creates and perpetuates organizational culture embodying Vangent's Core Values.
- Anticipates customer needs and provides innovative solutions creatively resolving issues before they become problems.
- Proposes resource investments to support organization's business plan and provides input to corporate budget cycle.
- Plans and acts strategically by anticipating opportunities, analyzing competitive posture, and developing/implementing successful programs based on that analysis.
- Gains commitment of peers and subordinates to corporate, division, and operating unit visions/missions and creates a desire to excel.
- Encourages others to express and exchange ideas and information while accurately sharing relevant information in a timely manner.
- Influences others to alter viewpoints and change behaviors to meet/exceed the needs of the organization and its clients.
- Builds effective relationships demonstrating tact and diplomacy.
- Provides valued advice and counsel at senior levels in client organizations and the corporation.
- Significant contributor to \$5M in additional revenue through sales, capture and proposal support.
- At least ½ time directly billable.

Position Requirements/ Qualifications:

- Degree in information technology or healthcare field.

- Strong expertise in informatics; a background in nursing informatics is desirable but not essential.
- Health care clinical experience is desirable.
- Possess current knowledge concerning major health IT initiatives at the Federal level, including mandates and standards associated with the meaningful use of electronic health records and the exchange of electronic health information.

PRINCIPAL, PUBLIC HEALTH ANALYTICS

Principal for Public Health Analytics (P/PH) is an experienced health IT professional with considerable expertise and experience in analyzing quality measures for healthcare in clinical practice. The P/PH is a directly billable resource for client engagements, but also a senior subject matter expert who assists in defining innovative health IT services and solutions. The P/PH has the skills necessary to help customers to transform their public and population health management by ensuring that their information technology solutions provide the necessary analytic capabilities.

Primary Responsibilities:

Health Engagements

The P/PH is expected to provide the expertise and leadership necessary to help our clients achieve demonstrable improvements in the cost and quality of care delivery through the use of clinical measures that are implemented through health information technology. The P/PH must have a strong background in public health data collection and analytics, including:

- Provide public health perspective and advocacy for HIE/EHR solutions and solutions engineering.
- Helps HIEs identify how they can use information exchange to fulfill requirements for public health reporting and bio surveillance established at the Federal level.
- Understands the continuum of data processing to include what data to collect, how to collect it, how to analyze it, and what to recommend in order to assure meaningful information for action.
- Understands data collection purposes, methods, and tools.
- Understands and utilizes best practice methodologies and tools for data analysis including logistical regression, statistical sampling, surveys, SAS, SPSS, and genetic modeling.
- Proficient in Web-based applications and reporting tools to ensure the meaning and utility of the data.
- Strong understanding of Federal government contracting.
- Proven ability to communicate with health and IT professionals and clinicians.
- Experience in working with electronic health information solutions, including electronic health records, practice management solutions and others.

Business Development

The P/PH is expected to participate in business development initiatives by providing public health expertise and support in the following areas:

- Major Federal IDIQ/GWAC vehicles associated with health information technology.
- Agency-specific RFPs for health IT services and solutions.
- RFPs for state and regionally-based initiatives for health information exchange.
- Marketing activities such as presentations and webinars for current and prospective clients.
- Participating in proposal development activities, including writing and pricing.

Strategy and Thought Leadership

The P/PH will assist in developing strategy for innovation and thought leadership in health IT. Specific responsibilities may include:

- Developing white papers on topics associated with informatics selection and implementation.
- Presentations at conferences.

Other

- Anticipates customer needs and provides innovative solutions creatively resolving issues before they become problems.
- Proposes resource investments to support organization's business plan and provides input to corporate budget cycle.
- Plans and acts strategically by anticipating opportunities, analyzing competitive posture, and developing/implementing successful programs based on that analysis.
- Gains commitment of peers and subordinates to corporate, division, and operating unit visions/missions and creates a desire to excel.
- Encourages others to express and exchange ideas and information while accurately sharing relevant information in a timely manner.
- Influences others to alter viewpoints and change behaviors to meet/exceed the needs of the organization and its clients.
- Builds effective relationships demonstrating tact and diplomacy.
- Provides valued advice and counsel at senior levels in client organizations and the corporation.

Position Requirements/ Qualifications:

- A B.Sc is strongly preferred, which may include biology, chemistry, or other relevant disciplines.
- A master's degree in biostatistics is preferred.
- Strong expertise in public health analytics.
- Possess current knowledge concerning major health IT initiatives at the Federal level, including mandates and standards associated with the meaningful use of electronic health records and the exchange of electronic health information.

PROGRAM ANYLYST

This is a full performance level, non-supervisory position that is located in the Veterans Health Administration of the Department of Veterans Affairs. The primary purpose of the position is to improve the quality, efficiency, and effectiveness of health care by integrating clinical and information processes necessary to achieve successful adoption and application of new technologies throughout the Veterans Health Administration (VHA).

The work of this position is health-oriented in nature. The knowledge and skills gained from training and/or experience in a health science and/or scientific field, such as Health Informatics is suggested for the target level position. Health Informatics is a discipline at the intersection of information science, health care and computer science that designs and delivers information to improve clinical care, individual and public health care, and biomedical research. Health Informatics optimizes the usability, acquisition and processing of health-related information, using resources and tools that include people and processes; information and knowledge; algorithms and data; hardware and software.

This position serves as a health care professional who uses that knowledge to influence and adapt IT systems to drive management of the health system toward effectiveness and efficiency. Performs workflow assessment and optimization in clinical, administrative, educational, and research domains, in addition to adapting software controls to existing workflow. The incumbent is a primary resource for VHA leadership when mission critical updates/problems are identified at the facility, regional, or national levels, and serves as a subject matter expert for new technology assessment and usability.

The incumbent is uniquely qualified to serve in this role because of the combination of clinical processes, management and technological knowledge, skills, abilities, experience, and training. The position typically reports to the Chief of Staff, the Chief Health Informatics Officer, or to a similar level position at the local site's discretion.

II. Major Duties and Responsibilities:

Duty 1: 25%

Consultation and Education: As a primary VHA subject matter expert for Health Informatics, the employee serves as the knowledge expert for the electronic health record and associated clinical software, and provides users and staff with consultative support and education. Consults, advises, and educates all levels of employees including the highest levels of management, on methods and means to make health care operations more effective and efficient. Integrates knowledge of clinical and information processes to achieve successful adoption and application of new technologies to support health care operations and systems; initiates, develops and executes complex projects that support veterans' health care needs, collaborating effectively in a lead role; assists clinical business end users in reengineering business processes for clinical efficiency and documentation. Represents a wide variety of stakeholders and liaisons with both internal and external organizations. Identifies end-user educational requirements and training needs; develops educational programs and instructional materials and appropriate tools to educate the users and support staff at all levels of the organization, and trains others to deliver educational programs. Monitors

end user satisfaction to drive enhancements and increase performance. Examines the need for change throughout the organization, determines what changes need to be aligned and how to do it, and leads or participates on process improvement, root cause analysis and system redesign teams.

Duty 2: 20%

Clinical: Exercises expertise in clinical operations develops and/or oversees the development of information related to patient care, such as patient registries to allow the Clinical Team to track management of patient illnesses; and develops performance management tracking tools. Extracts, analyze and provides data to assess treatment impacts such as: clinical endpoints, health status outcomes and utility estimates; estimated usage; characteristics of treating designated populations; evaluating patterns of substitution against other products such as resource impact assessments. Actively participates in the development of clinical decision-support systems with, for example, the Pharmacy and Therapeutic Committee; the Medical Records Committee; the Clinical Executive Board; program development vendors using Commercial Off The Shelf Software (COTS) and decision support systems; clinical informatics oversight committees; Clinical Practice Guidelines Committee; others as may be decided locally.

Duty 3: 15%

Policy/Governance: Maintains state of the art knowledge of changes in technology and clinical environment to identify, propose, formulate and support new or revised major administrative and clinical policies and directives for clinical software packages in accordance with VHA regulations. Advises those in the Informatics organizational structure of programmatic (formal and informal methods) and security requirements for data access, and advises staff members on directives, policies, and best practices for making requirements operational. Provides expertise in the design of decision support tools that improve health care efficiency, effectiveness and safety. Applies statistical analyses and interprets their significance, including validity of measures used to generate outcomes related to patient management systems. Develops and presents recommendations for improving clinical data-management methods, follow-up procedures, and timely compliance with regulatory guidelines. Instructs staff members in the proper use of information management tools in compliance with policy, regulations and best practices; chairs/participates in a variety of information technology and information management committees as assigned.

Duty 4: 15%

Technology and Data: As the Health Informatics expert provides relevant clinical and/or administrative data to identify, quantify, and resolve organizational problems. Integrates software applications for clinical services by: (1) evaluating the unique needs of the specific clinical services in conjunction with the capabilities of the software and coordinating any required modifications; (2) reviewing the effectiveness of the systems and procedures to assure optimum benefit to patient care activities; and (3) troubleshooting when functionality is compromised by determining the cause of and/or the solution to the problem. Using the applicable software manager menu systems and tools, develops, modifies and tests components specific to fields and data that individualize/customize applications to user roles/needs while maintaining integrity

among multiple software packages. Provides for the maintenance and updating of site parameters and site specific tiles to ensure proper functioning of complex, interrelated and interdependent software applications. Using data bases and registries, formulates tools to support patient care and ensure quality management and clinical oversight. Effectively and efficiently manages multiple competing priorities.

Duty 5: 10%

Human Factors: On an ongoing basis, improves efficiency and effectiveness of processes by utilizing knowledge of human factors, usability of redesigned health information systems (i.e. software and hardware), and knowledge of human physical and psychological barriers to usability. Conducts tests to analyze usability, sequencing, flow, plain language, minimum key strokes, and comfort level of the user, ensuring adaptability of the process(es) to the workflow and that the processes used are the most efficient and effective. Provides direct feedback to national developers to ensure that usability issues are addressed in actual and anticipated changes in software. Drawing on extensive clinical input, redesigns and customizes business processes; adapts processes to work flow, making sure that they make sense and add efficiency and effectiveness to the operation; eliminates redundancy and removes outdated processes.

Duty 6: 15%

Management of Projects: As a recognized expert in Health Informatics, the employee guides the evolution of clinical software and processes using creative and well developed interpersonal skills to achieve effective communication with the end users, Office of Information and Technology (OI&T), and management. Collaborates with technical, clinical and administrative staff to develop system requirements while understanding system capabilities and limitations. Develops and/or oversees databases related to patient management systems, and actively participates in or leads the development of clinical decision-support systems. The HIS serves as a leader in change management, analyzing and evaluating clinical and administrative processes related to information flow. Evaluates circumstances where new operational procedures are needed and where health information systems require revision. Provides advice and guidance to assist in revisions of operational procedures and clinical processes. Develops implementation plans for new software releases/applications and updates. Serving as project leader or team member, works through and with interdisciplinary teams to complete health information system initiatives established by national, Veterans Integrated Service Networks (VTSN), and local authorities. Plans, organizes, estimates cost, coordinates and communicates with staff, and conducts all phases of the project. Uses analytical and evaluative techniques to assess the effectiveness of results and of other related programs. Works closely with employees from all levels and all disciplines across multiple organizations, including leadership at the facility, VISN, or national levels, OI&T, commercial vendors, experts in the field, and others. Performs other duties as assigned.

PROGRAM MANAGER

Manage and coordinate subordinate staff activities. Clarify program intent, identify and propose solutions to problems, suggest changes. Revise or direct revision of existing programs to increase operating efficiency and/or adapt to new requirements. Ensure effective program performance in accordance with contract requirements and company/client policies, procedures and guidelines and successful execution of projects. Oversee technology development and/or application, marketing, and resource allocation within program client base. Program area may include several functional areas such as engineering, systems analysis, quality control and administration. Manage client account(s), one or several projects and project managers. Have large amounts of interaction with client and client's management both in the field and at corporate. Monitor the resource requirements as well as profitability of the project work (expenses, billing and collections). Assist and mentor federal government project managers in all aspects of project management lifecycle from initiation to closeout.

Primary Responsibilities:

- Manage overall internal and client's operational and administrative functions including external agencies to deliver best products to clients.
- Participate in industry events to share experience and stay abreast of breakthroughs.
- Track new technical and regulatory requirements and additional client requests and interface with customers on technical matters, as required.
- Manage weekly meetings, coordinate reviews, communicate status, capture action items and
- Meeting notes, track action items and publish and maintain internal documentation.
- Manage cross-functional teams focused on the delivery of products from design to release; clearly communicate status and program risk areas.
- Develop, define and execute project plans, budgets, and schedules/deliverables; establish metrics to evaluate the effectiveness of established client's programs.
- Identify needed resources for projects, define, provide oversight guidance to all members of the project team, and is accountable to both client and account manager for budgets and schedules, as well as equipment use/reuse.
- Meet with client organizations, gather and document program information; create time schedule for the project; assemble and coordinate resources (both internal and external) required for the project; manage implementation of the project; control and track project expenditures reporting variances and processing change orders.
- Leverage understanding of software architectures, software lifecycle methodologies and information systems development and participate in all phases of complex functional and technical analysis to provide deliverables such as functional specification documents.
- Drive functional and technical specifications to completion, engage effectively with key stakeholders, identify and set success criteria and have a full understanding of the define/build/ship development cycle.

Position Requirements/ Qualifications:

- Bachelor's degree in technical, management discipline, or in engineering, preferably a BSME orBSEE or equivalent is required.
- MS degree or equivalent in technical field, a plus.

- 5-10 years' experience in program development of complex information and concepts.
- Demonstrated knowledge of project management principles, practices and tools and software development lifecycle.
- Made effective decisions based on ability to look at the "big picture" as well as the details for multiple projects.
- Proven clear and concise communication skills, both verbal & written, for both technical and business audiences.
- Demonstrated knowledge of relevant new technologies, materials, equipment, industry, market trends, and competitive products relevant to position.
- Previous experience with a fast growing and changing business environment
- 6+ years program management experience managing a technical development team in support of government contracts; government work experience, a plus.
- Demonstrated experience taking a product from development to production.
- Knowledge of software development process and Windows-based applications including Microsoft Word, Excel, PowerPoint, HTML editors and web-based functionality required.
- Scheduling and budgeting experience essential.
- Demonstrated ability to adapt to changing requirements and priorities.
- Previous experience at and knowledge of Center for Medicare and Medicaid Services (CMS) preferred.
- Must travel to Baltimore daily and Vienna weekly.
- Must have experience managing business process modeling and/or enterprise architecture contracts.
- Must have experience managing multiple projects and tasks, including intimate familiarity with burn rate tracking and financial projections.
- Team player, accountability/dependability, self-confidence, composure, self-directed, motivated with strong work ethic, results oriented and an outgoing personality.
- Ability to lead on-time completion of projects and communication of project progress to peers and colleagues.
- Excellent leadership, listening, written and oral communication skills with ability to build productive relationships across the business.
- Proven track record of implementing comprehensive programs by leveraging multiple internal and external resources.
- Excellent understanding of regulatory requirements and industry best practices.
- Strong client service/consulting, functional/systems analysis, and organizational skills, with the ability to multi-tasks.
- Enthusiastic professional able to thrive in fast-paced, sometimes ambiguous, results-driven organization, and willingness to learn all aspects of business information systems and data management.

SENIOR DIRECTOR OF BUSINESS INTELLIGENCE

Example 1:

This position is responsible for providing the leadership related to business intelligence and data warehousing including requirements analysis, planning, implementation and management of an enterprise-wide business intelligence strategy in support of the business and operational decisions that meet the objectives of the organization.

Essential Job Functions

- Lead the development and implementation of an enterprise-wide reporting program that includes an executive management scorecard, operational dashboards and reporting
- Champion and rally the organization towards a common business intelligence approach
- Advocate for an active partnership between the business and the business intelligence team
- Lead the project management lifecycle for business intelligence projects from conception through completion that includes assessing business requirements, scoping and planning projects and initiatives, budgeting, forecasting, tracking and reporting project status, managing deliverables, and assessing customer satisfaction
- Responsible for the development of best practices and guidelines for existing or new technologies within the area of business intelligence
- Research and select vendors regarding the development of technical solutions, as needed
- Report to executive management on major accomplishments, issues and concerns
- Plan and manage the business intelligence budget; approve expenditures or budget transfers
- Represent the business intelligence team as an expert or resource to cross-functional project or coordinating teams and report to senior management on the team's production, activities, and efforts
- Plan, document, and manage the performance of team.
- Conduct talent management activities including mentoring, training, or providing technical growth opportunities

Education and Experience Requirements

- Experience building and managing enterprise shared services related to business intelligence
- Experience working with business intelligence hardware, software and services vendors
- Minimum 10 years of related work experience
- Minimum 4 years of Supervisory experience
- Experience with Enterprise BI tools (SAP, Oracle, IBM etc.)
- Bachelor of Science degree, or equivalent required (business, computer science, management of information systems preferable)
- MBA / Master of Science, degree highly preferred

Knowledge and Skill Requirements

- Understanding of Key Business Performance Indicators and Metrics
- Strong written and verbal communication, leadership and management skills
- Ability to negotiate and structure contracts favorable to the organization.
- Proficient in key aspects of Business intelligence processes, technologies and architectures such as

- Delivery mechanisms
- Knowledge of ad-hoc queries, OLAP, dashboards, data mining and predictive modeling
- Dimensional data modeling principles
- Physical data architecture options
- Data integration tools and techniques
- Project Management skills including the ability to prioritize and manage multiple projects, and meet timelines while producing quality work

Example 2:

The person builds, designs and implements business intelligence strategy, aligning strategy with overall business and IT long-term strategy. Leads a team to systemically capture, analyze and leverage information to help the business make multi-faceted business decisions.

Essential Functions, Duties, Responsibilities:

- Develop business intelligence strategy which supports need for key business information and which is aligned with long-term IT strategy.
- Lead vendor selection, implementation of BI tool set and builds the BI team.
- Engender buy-in from key managers on importance of Business Intelligence/Analytics and impact on business practices.
- Drive selection of appropriate reporting solutions for the business.
- Interface with management to identify key questions relating to business needs, information priorities and best utilization of information.
- Define business intelligence applications architecture requirements.
- Align business intelligence architecture with enterprise architecture, ensuring compatibility.
- Ensure consistent application of business rules.
- Oversee activities of business intelligence team. Interview, make hiring decisions and establish performance goals and assessing performance.
- Provide coaching and ensure professional development of team members.
- Manage and assist in the development of the reporting applications.
- Develop plans, goals and objectives of data warehousing projects, for integration of ERP and non-ERP applications.
- Work to ensure relevance, timeliness and accuracy of data and reporting.
- Oversee implementation of projects, including training end users and developing protocol for information interpretation.
- Create decision support models to evaluate business options.
- Document best practices for quantitative analysis methods, technical standards and professional qualifications.
- As part of the senior management team, develop and maintain a strategic BI plan which aligns with business objectives. Establishes and enforces IT standards and architecture.
- Assist in problem resolution and review department performance.
- Participate in and analyze the need for system upgrades across enterprise applications.
- Recommend and develop annual BI budget and CAPEX requirements.

Qualifications

- Bachelor's degree
- 10 years of experience with combined operations and IT responsibility, including: data-mining, operations research, Advanced Analytics etc.
- 5 years of experience leading a team developing and implementing business analytics.
- 5 years of project management experience.
- 5 years of business acumen -- business IT alignment dealing with business issues.
- Key skills needed include Leadership capabilities, Strategic Thinking, Understanding of business processes and financial reporting, project management, ability to partner with executive level leaders, strong communication skills, understanding of data warehousing and BI report development.

SENIOR WINDOWS SYSTEM ADMINISTRATOR

A Senior Windows System Administrator responsible for administration and operation of the windows server environment. The Senior Windows System Administrator responsibilities will include installation, maintenance, testing, troubleshooting, system definition, and quality. The System Administrator will adhere to Change Management and Configuration Management processes for hardware and software changes. The System Administrator will be expected to develop recommendations and implementations for scalability and performance improvements.

Primary Responsibilities:

- Perform operating system software installation, patching, upgrading and maintenance.
- Maintain operating system configuration files and kernel parameters.
- Provide operating system performance tuning, problem diagnosis and problem resolution.
- Perform user and group account administration.
- Develop shell scripts in support of system administration.
- Create and maintain files systems and directories mounted on the servers in compliance with and best practices.
- Support maintenance and administration of storage devices.
- Perform system startups and shutdowns.
- Support system security and network services requirements.
- Provide memory and process management and job scheduling.
- Perform system troubleshooting.
- Provide installation, upgrade and maintenance of server hardware components, as requested.
- Perform web services administration.

Areas of responsibility will include the following elements:

- Files/Directories (including checksums, attributes, versions, ACLs)
- Registry
- Configuration Files and Settings (INI/XML)
- Hotfixes, Service Packs
- MSI applications, Install Shield packages, custom installable
- Services
- Event logs
- Users and groups
- Group policy objects, local security settings
- Hardware information (CPU, Memory, Disk, Network, Bios)
- IIS (metabase, machine config, web config)
- MTS/COM+ catalog
- Net Global Assembly Cash

Position Requirements/ Qualifications:

- Bachelor's degree in Computer Science, MIS, or equivalent degree is required, although will consider experience and certifications in lieu of degree.
- 5+ years of system administration experience in a large scale production environment.
- 3-5 years experience with shell scripting experience preferred.

- Demonstrated experience with system administration operations in compliance with government security requirements.
- Experience with Unix, Linux, and Windows desired.

SOFTWARE DEVELOPER I

Primary Responsibilities:

- Develop and maintain complex, mission-critical applications as defined by requirements.
- Prepare estimates for assigned tasks.
- Develop design models based on requirements documents.
- Support the development of business and requirements artifacts that effectively model the customer's requirements.
- Participate in requirements, design, and code peer reviews.
- Write and execute unit test cases.
- Support system and customer acceptance testing.
- Participate in group improvement activities and initiatives to improve quality.
- Proficiently applies appropriate methodologies to design, code, test, implement and maintain systems.
- Prepare, write, review and maintain effective system documentation.

Position Requirements/ Qualifications:

- Bachelor's degree in Computer Science or equivalent experience required.
- Experience with JSP, and/or HTML desired.
- Experience with Hibernate desired.
- Experience with XML and Web Services desired.
- Experience with Struts, Spring, J2EE, JSF, Portal software desired.
- Oracle database experience is desired.
- Object-Oriented Analysis and Design, UML, JUnit and iterative development is desired.
- Experience with programmatic interaction with relational database systems, SQL and Stored Procedures is desired.
- UNIX or Windows experience is required.
- Ability to think technically and analytically is required.
- Effective and efficient written and oral communication with internal and external contacts is required.
- Ability to work well with a team is required.

SYSTEMS ARCHITECT

This person will be responsible for the Technical Architecture for a large government agency as part of an agency-wide Enterprise Architecture (EA) initiative. The candidate will work with other members of the EA team to ensure that the technical architecture is supportive of the overall business and existing technical environment. The candidate will be responsible for setting the technical direction of the agency in terms of applicable technical standards.

Primary Responsibilities:

- Responsible for effectively integrating core capabilities with new technology to successfully implement systems development projects.
- Able to give capability briefings and solution demonstrations, prepare technical sales material for the sales force, and think in general engineering terms in the early development of customer relationships and requirements.
- Maintains a high level of technical excellence and depth in at least one core capability.
- Proposes changes in existing products or services that result in cost reductions or increased sales, write technical papers or give industry seminars, identify and champion new core capabilities or partnerships, and lead or mentor other technical staff.

Position Requirements/ Qualifications:

- Bachelor's degree in Computer Science, MIS, or equivalent degree is required. Masters or other advanced technical degree preferred.
- Five (5) or more years of experience working with professional services organizations, sales and Federal Government contracting.
- Ten (10) or more years of recent experience in information systems analysis and senior technology consulting.
- Software development experience and knowledge of systems life cycle is required.
- Ability to facilitate and lead work groups, and work productively with a wide range of people is required.
- Excellent written and verbal communication skills are required.
- Some travel may be required.
- Large-Scale Distributed System Design.
- Operating Systems (Solaris, OpenVMS, Windows Servers experience a plus).
- Continuity of Operations Planning.
- WAN/LAN Network Design.
- Storage Area Network (SAN) Design.
- Good leadership and oral/written communication skills.
- Experience with Enterprise Architecture, including experience with Service Oriented Architecture and/or the Federal Enterprise Architecture.
- Experience developing and implementing solutions involving the integration of multiple technologies/products, which may include custom software development.
- Experience with CMM/CMMI process and projects strongly preferred.
- Experience with Government market and/or Commercial market, as well as healthcare industry preferred.
- Experience with Systems Engineering and/or Systems Integration desired.

- Business development, proposal writing, statement of work development experience preferred.
- Demonstrated leadership and communication skills required.
- Client relationship management skills and experience required.
- Experience with Contact Center, Data Warehouse solutions desired.
- Experience providing customer presentations and status briefings to management desired.
- Demonstrated ability to develop and articulate initial solution concepts to customer and internal and to translate from concepts into a solidified system solution for implementation and operations.
- Demonstrated ability to understand customer business need and recommend the appropriate technology and process solution to meet the customer requirements.
- Demonstrated ability to facilitate and lead technical work groups involving multiple specialties in support of system solution development and implementation.

VICE PRESIDENT, CHIEF INFORMATION OFFICER

The Vice President/Chief Information Officer (VP/CIO) serves as the key executive for information services and communications department for the Health System. This position provides leadership, vision, and oversight for information systems and technology with a focus on service excellence with overall responsibility for direction, coordination, and management of all IS/IT business and clinical functions. The VP/CIO builds strong relationships, explains technology-based business decisions, and fosters consensus at all levels of the organization to assure the achievement of objectives. The VP/CIO will report to the Chief Operating Officer.

As an active and contributing member of senior management, the VP/CIO will demonstrate the ability to see the big picture in terms of consequences and scope when planning for the future and responding to problems implementing the changes necessary for the future growth and success of Health System. The VP/CIO promotes a positive organizational culture, is committed to quality services, and represents the organization in appropriate forums. She/he will remain current with new technologies, national and local issues affecting healthcare information technology and their potential influence on the institution. Particular emphasis will be placed on responsibility for understanding the impact of advanced information systems technology on patient care.

The VP/CIO will lead the organization through the optimization of the electronic medical record and computerized physician order entry systems across the Health System. The VP/CIO will evaluate information systems resources and structure and provide leadership focused on service, accountability, and delivery with a concentration on clinical decision-making and process integration.

Challenges

The VP/CIO will effect positive change. She/he will be the IT vision leader and will implement business strategies to align the Information Resources Department with organizational goals. A key challenge for the position will be to build strong relationships and alignment with physicians, and explain technology-based business decisions. The incumbent will need to evolve the VP/CIO position and the IT team to meet the challenges of the changing healthcare environment. The incumbent will need to be extremely adept at moving toward a common goal with various entities across the enterprise. She/he needs to work with physicians and clinicians effectively to implement a paperless environment in a multiple hospital system.

Duties and Responsibilities

The VP/CIO is responsible for performing the following duties and responsibilities in a manner consistent with the mission and values of the hospital:

- Provide leadership, support and direction for information systems through collaboration, education and relationship building
- Function as a key member of the senior management team and as an advisor and leader to management and physicians on information technology matters
- Encourage and educate leaders regarding how to make technology based business decisions

- Interact with/present to the Board of Trustees and other key constituents
- Develop and communicate the information systems strategic plan and vision to all levels of the organization
- Ensure Information Systems/Information Technology strategies align with overall organizational mission and vision
- Mentor, develop, and hire (as necessary) a strong information systems management team that is service oriented
- Maximize staff performance and technical expertise through clearly defined objectives, training, skill development and performance evaluation
- Build strong relationships with physician and hospital leadership to build trust, support and optimize customer satisfaction at all levels
- Support the Mission and Values of St. Joseph's/Candler Health System
- Develop and communicate an information systems management and governance structure to all levels of the organization
- Assure that the management structure supports the effective delivery of systems, provides excellent service and assures the integrity of the information resources infrastructure and applications
- Lead the development of a methodology that balances requests for technologies and services with available resources, and prioritizes the projects and services to be provided
- Develop standards and procedures for selection, implementation, integration and support of systems
- Develop and implement a method of providing regular feedback on the status of projects requested and implemented
- Monitor the productivity of information systems resources and manage those resources in a cost-effective, flexible and timely manner
- Enhance the utilization of the hospital information system and advanced clinical systems across the Health System
- Lead the organization through additional standardization and consolidation of systems
- Develop and monitor annual information resources operating and capital budgets to ensure that areas of responsibility have the necessary funding to carry out established organizational goals and objectives
- Develop efficient departmental operations and strive to reduce costs whenever possible
- Oversee all information security policies and procedures to ensure regulatory compliance and appropriate levels of internal controls
- Stay abreast of the latest developments, advances and trends in healthcare and information technology to ensure optimal professional effectiveness and competence
- Stay abreast of current federal and state legislation affecting information technology
- Develop and implement strategy to ensure compliance with Affordable Care Act and to meet Meaningful Use requirements

The following are key requirements of the ideal candidate:

Education

- Bachelor's degree required from an accredited college or university
- Master's degree is strongly preferred

Experience

- Experienced Information Technology Leader in a multi-site health system
- A minimum of eight plus years as a successful IT leader at a values driven community hospital preferably in a competitive market or other complex healthcare organization
- Demonstrated success and expertise in broad information technology healthcare leadership, including past successes with implementing Electronic Medical Records and Computerized Physician Order Entry systems, improving customer satisfaction, innovative advanced technology, fiscal performance, and clinical quality

Leadership Characteristics

The ideal candidate will possess:

- Values consistent with those of the hospital's and the ability to inspire staff and other key constituents to actualize the system's faith-based mission
- Executive presence that engenders confidence, enthusiasm and support in others and who has a strong passion for quality patient care
- Excellent communication abilities to articulate the vision and translate complex issues into comprehensible ideas and concepts
- Strong interpersonal skill to lead and motivate the organization
- Strategic creativity and the ability to innovate in this complex setting
- Team building skills that provide leadership and structure to a group of high-performing operational leaders
- Business discipline and prudence that promotes such a culture throughout the System
- An ability to engage and foster strong relationships with physicians
- The ability to inspire the quest of excellence
- Excellent negotiation and vendor management skills
- Action oriented and results driven
- Solid knowledge of healthcare IT strategic planning, technological trends and systems
- Experience implementing clinical systems, preferably including EHR and CPOE
- Experience with outsourcing or evaluation of outsourcing proposals

VICE PRESIDENT, IT OPERATIONS

The Vice President, IT Operations is a newly formed position and vital for Hospital's success in integrating and improving the Clinic's IT infrastructure and IT customer service. The VPIT, Operations will be a key part of the senior IT leadership team. The position is considered a leader in the information technology department and will oversee creating and managing a reliable and secure IT infrastructure as well as effective, comprehensive IT support services, related technology strategies and operational standards. This position will develop and articulate the operations and service management vision of the organization. The VPIT, Operations reports directly to the Senior Vice President, Chief Information Officer.

Information Technology Environment

Information technology at the hospital has reached a vital stage. New executive leadership at Hospital has defined ambitious strategic objectives and is putting in motion a variety of major initiatives that will shape IT and electronic resources throughout the organization for many years to come. The challenges of healthcare reform and a rapidly changing healthcare marketplace also demand the highest levels of IT capability. As a result of these developments, the Information Technology department is in the process of transforming to an integrated, coordinated and high performing model.

Hospital presently runs a state-of-the-art IT infrastructure. Capabilities include a robust, secure wide area network throughout the main campus and all remote sites. There are also complete telecommunications and wireless capabilities, a fully modernized on-site data center with expansion capacity, and automated management of all computers and devices. Hospital has standardized on the Oracle/PeopleSoft suite of products for its main administrative application portfolio. In the clinical domain, Hospital's current application portfolio is for the most part best of breed. A major focus has been the deployment of an Electronic Health Record in both the ambulatory and acute care settings. Hospital is presently evaluating its options to replace core and ancillary clinical systems with a new solution based on a vision to move forward with a fully integrated and interoperable platform. The expectation is that this evaluation will be completed by the end of May. Executive leadership at Hospital is very supportive of effort and fully recognizes the importance that the VPIT, Operations will play in meeting the goal of deploying a highly integrated clinical solution enabled by the necessary underlying infrastructure.

Position Purpose

The VPIT, Operations provides leadership in developing and managing specific technology areas responsible for provisioning core services for the hospital community such as: e-mail and calendaring, directory and authentication services, network storage, data center operations, backup and restore services, disaster recovery, systems management, job scheduling and output management.

The VPIT, Operations provides leadership in developing and managing exemplary IT support services to all members of the hospital including clinicians, administrators, and staff. The VPIT, Operations will have responsibility for: strategy, tactical and operational realms of user support; staff performance, and operations of units delivering support services. These support services include remote and onsite desktop support and troubleshooting for Tiers 1 and 2; hardware repairs; server support and service; documentation

on use of IT services; internal and external communications as appropriate; development and maintenance of the support component of the IT Web presence; and the IT service image in the community as image relates to support activities.

Essential Duties & Responsibilities

- Develop technical IT operations function working with the Senior VPCIO, IT, as well as clinical and business leadership
- Provide leadership on the use of infrastructure technologies to support the organization's strategies and priorities
- Lead the efforts in the areas of IT operations, service management and support services
- Maintain awareness of existing and emerging infrastructure technologies, regulatory issues, and market factors and assist in the development of the IT strategy and plan
- Oversee development of service management processes as well as operational standards and assist technology evaluation

Candidate Qualifications

Education

- Bachelor's degree from an accredited college or university is required, preferably in computer science or related field, master's degree preferred in computer science or related field
- Skills, Knowledge & Abilities
- Excellent verbal, presentation, written and interpersonal communication skills
- Ability to work collaboratively, influencing decisions and outcomes, facilitating consensus
- Ability to analyze complex technology problems and develop recommendations and solutions that are understood in business terms
- Highly skilled at needs assessment, facilitation of project implementation, and organizational change or development
- Perform effectively in a complex changing environment
- Excellent knowledge of infrastructure technologies, IT operations, service management, support services and industry leading best practices such as ITIL
- Excellent leadership and management skills
- Personal leadership, vision, persistence, energy, passion and enthusiasm

Experience

- Ten years of progressively responsible IT operations and service leadership related experience in a health system organization.
- Key Relationships
- Health system leadership to align the organizational vision with the IT technology capabilities and strategy
- IT Leadership to work collaboratively across all IT areas to develop reliable and secure IT operations, standards and support services in the use of IT services

Scope/Impact Statement

The VPIT, Operations will report directly to the Senior VPCIO and will be part of the senior IT leadership team. She/he will have a broad range of responsibilities and will be relied on to develop and help implement the technology vision for the enterprise.

Task Force Members and Staff

Task Force Members

- James Brady, PhD, M.Ed, CPHMS, CISSP, CISM, PMP, Director, Technical Services, Hawaii Health Systems Corporation
- Mike Brand, Senior Consultant, Object Health LLC.
- Erin Dickerman, RN, BSN, MB, Clinical Change Manager, Adoption & Sustainment, Tenet Healthcare IMPACT Program
- Patricia Dombrowski, Director, Life Science Informatics Center, Bellevue College (CHAIR)
- Cathy Fant, Ph.D, RN, Graduate Nursing Faculty, Kaplan University
- E.J. Fechenda, Audience Data Manager, MedTech Media
- Mark Hennessey, Technical Recruiting Supervisor, Vangent, Inc.
- Brenda Herrmann, Principal Consultant, Dell
- Susan Houston, Chief, Portfolio Management, NIH, Clinical Center
- Richard Katz, MBA, President and CEO, Human Resource Marketing Services, Inc.
- John Piescik, Strategy Program Manager, MITRE Corporation
- Jim Rose, Senior Manager, Talent Acquisition, Deloitte Services LP
- Bonnie Siegel, FHIMSS, Recruiter, Witt Kieffer
- LeRoy Smith, Manager Informatics, Henry May Memorial Hospital

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