

# Health Information and Technology Job Descriptions

## ***Introduction***

Each year, the [Professional Development Committee](#) updates the HIMSS Job Descriptions document. First created in 2013 and then completely reimaged in 2017, this document serves as a tool to help define various health information and technology career opportunities. Targeted towards education for early careerists in the industry, this document will serve as a great reference for anyone, at any point in their career path. It is our mission to provide early careerists the support and resources to develop professionally and become the next generation of emerging healthcare leaders.

In this document, you will find a sampling of health information and technology positions. In part, created to help those new or transitioning into the industry understand the different areas of the field, this tool can also assist employers in creating job descriptions. HIMSS will continue to build upon this document by adding new job descriptions on a regular basis.

Please also reference our [Healthcare Career Pathways](#) tool designed to assist those exploring health information and technology roles.

**Thank you to our many committee chairs and members who have aided in the annual updates to, and expansion of, this valuable resource.**

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*\*Includes a hyperlink to a recorded/on-demand conversation with someone in that role.*

## ANALYTICS SPECIALIST

The Analytics Specialist serves as an advisor to management, application analysts, vendors, and clinical leadership to extract and collect data according to organizational requirements and/or required reporting to federal, state, and other official agencies. The Analytics Specialist will have a deep understanding of the data schemas of the primary application systems in use at the healthcare system, combined with a professional background focused on data governance, data normalization, and data relativity to the overarching project request.

The Analytics Specialist will interact across all levels of the organization, both within and outside of the Information Technology and Services division. The position will require the ability to present analytics reports to end users and explain the sources of data and how the data schemas were used to validate the reliability of the data. It will be important for the Analytics Specialist to be able to present the data in various forms in order to meet the needs of the end user which might include graphs, charts, diagrams, narrative, and physical representations.

### **Primary Responsibilities**

- Maintain a working knowledge of the data schema for the healthcare entity.
- Document functional and technical requirements of key projects and requests.
- Translate requirements into a functional and relative reporting solution.
- Assist in the planning, development, testing, and delivery of reports and validation of data integration among the various application environments.
- Support the Data Governance Process/Committee of the healthcare entity.
- Develop and maintains clear, precise documentation of operational procedures that support the continual integrity, privacy, and confidentiality of the organization's data, sources, and backups.
- Provide data to reporting agencies as directed by management while maintaining a reliable audit trail.
- Support the organizations through upgrades, replacements, and decommissioning of application systems.
- Update the documentation on application data when schemas change, systems are added/changed, or additional entities are acquired/divested from the healthcare entity.
- Create standard operating procedures to ensure consistency of recurring reporting requirements.
- Present information effectively and speak to the sources of data as requested.
- Advise on impacts of proposed changes to existing infrastructure and the expected impacts to the existing reporting/research environment.

## Qualifications

- Bachelor's degree in business, computer science, information technology, or related field.
- 2-5 years of experience working with data structures and information reporting.
- Proficient in query and report writing skills utilizing commercially available software tools.
- Proficient with Microsoft Office applications and related applications.
- Ability to analyze, link, and rationalize data across multiple applications.
- Knowledge of database schemas and the extraction of data.
- Demonstrated capability to convey results to multiple audiences and explain the underlying data using effective communication skills.
- Understanding of regulatory requirements and industry best practices.
- Experience with data visualization tools preferred.
- Comprehensive understanding of the healthcare environment and applicable terminology.

## ANALYTICS/REPORT WRITER

The Analytics/Report Writer extracts and collects data according to client or management needs to build customized reports. Building and preparing data reports and managing software applications are primary duties. Proper testing of applications is another fundamental aspect of the role. Analytics/Report Writers analyze statistics and other metrics in addition to providing end-user training on report writing software.

Analytics/Report Writers often present their data to internal and external customers. Sometimes they are responsible for making official presentations to explain their findings and results. For this reason, the ability to communicate effectively is important to this role.

### **Primary Responsibilities**

- Maintain a working knowledge of the data schema for company files.
- Write queries and creates reports to provide data to business units.
- Gather and document functional and technical requirements and translates requirements into reporting solutions.
- Assist in the planning, development, testing and delivery of reports and data for routine requests as well as ad hoc requests.
- Present information effectively and respond to questions from groups of managers, clients, customers, and the general public.
- Create standard operating procedures to ensure consistency of recurring reports.
- Perform statistical data analysis and interpret data results to distinguish patterns and recognize trends.
- Follow department standards for reporting and documentation.

### **Qualifications**

- Bachelor's degree in business, computer science or related field.
- 2 - 5 years in analytics with report writing requirements.
- Proficient query and report writing skills utilizing one of the following: SQL, Tableau, Crystal, or equivalent.
- Proficient in databases, queries, sub-queries, and sub-files.
- Proficient with Microsoft Office and html or related applications.
- Advanced Microsoft Excel skills.
- Demonstrated proficiency in the manipulation of user defined fields and calculations.
- Demonstrated knowledge of database schemas and the extraction of data.
- Demonstrated knowledge of conveying results through the use of strong communication skills.
- Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, and governmental regulations.
- Understanding of regulatory requirements and industry best practices.

## APPLICATION ANALYST

The Application Analyst is responsible for application and integration of information technology in the healthcare setting. This position will serve as a liaison between the IT department and operations to align system design with operational processes.

This includes data collection, workflow analysis, system configuration, testing, and support. Participates in application deployment and procedure documentation. Ensures that the software build meets organizational goals and external mandates such as HIPAA and Meaningful Use.

### **Primary Responsibilities**

- Provide recognized knowledge of product features, functionality, and utilization of the application software.
- Manage stakeholder expectations by analyzing expectations and requirements.
- Identify project issues and risks and resolve or escalate as appropriate.
- Collaborate effectively with colleagues to complete tasks.
- Lead or actively participate in meetings.
- Monitor system effectiveness and/or performance to determine if there are any potential problems, report critical findings to peers and/or manager and resolve somewhat complex problems.
- Develop and maintain test scripts to reflect proposed workflow solutions.
- Review and test changes, interfaces, data conversion, enhancements, and each new release as assigned.
- Participate in disaster recovery initiatives.
- Support the training team by keeping trainers abreast of new functionality and system changes.
- Provide assigned on-site support during go-lives and system upgrades.
- Provide 24/7 support when scheduled.
- Resolve or triage support calls as applicable.

### **Qualifications**

- Bachelor's degree in business, computer sciences, or related field. May consider applicable clinical, revenue cycle or other healthcare experience in lieu of degree.
- Two years' relevant experience.
- Current knowledge of regulatory standards and the impact on business operations.
- Obtain and maintain system certifications, if applicable.
- Willingness to be on call 24/7 when scheduled.
- Willingness to travel to remote sites as applicable.



- Understand the need for discretion of all confidential and EPHI (Electronic Protected Health Information) HIPAA regulations.
- Ability to promote and maintain good interpersonal relationships.
- Proficient with Microsoft Office.
- Demonstrate ability to prioritize and multi-task.
- Effective problem-solving, analytical, and time management skills.
- Strong verbal and written communication skills.
- Strong organizational, presentation and customer service skills.

## APPLIED DATA SCIENTIST

Reporting to the head of data science, the applied data scientist will use large data sets to find opportunities for product and process optimization. Using models to test the effectiveness of different courses of action to advance the organization's analytic capabilities and methods, he/she will support the data analytics to support health and business decisions.

By devising and testing analytic methodologies and algorithms, developing, and recommending data visualization techniques, and identifying and integrating new data sources and applications he/she will be able to support the aforementioned objectives. The applied data scientist must have a passion for discovering solutions hidden in large data sets and work with our organization's stakeholders to improve business outcomes.

[Listen](#) to our conversation with Niall Klyn, PhD, data scientist, Essential Health as he discusses this role.

### Primary Responsibilities

- Provide analysis to identify critical issues/questions around key performance metrics.
- Conduct exploratory data analysis from potentially complex, disparate data sources to recognize patterns, and identify performance improvement opportunities.
- Identify rich data sources within and outside the industry and recommend methodologies for combining and cleaning them to create more powerful integrated data assets from which to support advanced analytics and products.
- Generate hypotheses and analyze data to test and interpret results.
- Design and develop data models to predict outcomes or future impact of key decisions.
- Communicate findings from exploratory and predictive data analysis broadly to administrative and business leaders. Design / recommend creative means to display information visually and make the patterns and insights clear and compelling.
- Identify improvement opportunities in reporting and with BI tools and collaborates with other business departments to implement the enhancements.
- Serve as the resident data expert and share best practices/approaches for statistics, analysis machine learning techniques, data modeling, simulation, and advanced mathematics.
- Grow analytical acumen across all analytic roles in the organization.
- Develop and maintain relationships with key leaders and clinicians.

### Qualifications

- Relevant degree preferred (applied math, statistics, or computer science). Master's degree desired.
- 5 or more years of relevant work experience.

- Proficient programming experience using some major programming software such as SAS/Python/R and domain specific languages like SQL.
- Knowledge of Hadoop or other relevant alternative big data frameworks.
- Experience analyzing relative business specific data: e.g., healthcare (clinical, operational, and economic).
- Ability to manage large disparate data sets and using quantitative and qualitative analysis.
- Excellent critical thinking and analytical skills.
- Strong business acumen and ability to determine the impact of data at a very high level.
- Communicate, expressing ideas clearly and concisely, in both written and oral formats.

## BUSINESS ANALYST

The Business Analyst works with business end-users, management, and technical teams to better understand and document the business requirements, provide testing support and execution for system implementations/maintenance.

This position performs analytical and reporting activities to support the business function of a department or division. This position is accountable for generating and preparing reports, performing analysis, tracking, and submitting data, and related activities in a timely and accurate manner.

### **Primary Responsibilities**

- Identify, analyze, and gather business requirements and develop technical specifications.
- Create project and operational support documentation, which may include business requirement documents, process and data flow diagrams, solution design specifications, implementation plans and testing scripts, and reporting of results.
- Maintain database information for the facility and/or department personnel on a daily, weekly, and monthly basis. This includes ensuring accessibility of accurate information to department personnel as needed.
- Prepare and distribute weekly, monthly, and ad-hoc business object reports in accordance with established guidelines and procedures or as requested.
- Assist department staff by performing project-related work, as needed or requested.
- Review, analyze and evaluate business and user needs and documents findings and recommend changes to business processes to increase system effectiveness for end users.
- Validate the business need for solutions to business problems and process improvements.
- Perform all functions according to established policies, procedures, regulatory and accreditation requirements, as well as applicable professional standards.

### **Qualifications**

- High school diploma/GED or equivalent working knowledge. Bachelor's degree in business administration, healthcare management or related field preferred.
- Equivalent proven work experience and technical training and some college will be considered.
- Experience in the information technology areas, such as personal software packages, generating reports and presenting information in a written or spreadsheet format.
- Knowledge of commonly used concepts, practices, and procedures within a particular field respective to the system functions.
- Excellent oral and written communication skills to effectively interact with internal and external customers and department staff.

- Ability to follow verbal directions and instructions to perform work.
- Ability to organize, prioritize, and manage a variety of tasks and activities in a timely and effective manner.
- Must possess strong research and data-gathering abilities, along with the capability to interpret data to develop and implement policies, procedures, or solutions within a healthcare setting.
- Proficient with Microsoft Office.

## BUSINESS INTELLIGENCE ANALYST

The Business Intelligence (BI) Analyst focuses on transforming data into information to drive business processes and monitoring. The BI Analyst collaborates with clinical staff, quality management and hospital administration to ensure relevant analysis and complete, timely reporting is provided to meet the organization's business needs and government health agency requirements.

Facilitates meetings, identifies, collects, organizes, and prioritizes data requirements and business processes changes to meet reporting requirements. Clarifies complex business issues and recommends solutions. Advocates business process improvement through data analysis, process change and technology application.

### ***Primary Responsibilities***

- Lead project team assignments of moderate scope requiring expert technical skills or good understanding of business functions. Coaches, mentors, and trains team members.
- Participate as a key member of business insights team requiring expert technical skills or good understanding of business functions. Documents the reporting process; works collaboratively with team members.
- Respond under short turnaround times to provide data and answer detailed questions on data and trends.
- Educate end users on what reports mean by telling the story behind the report.
- Develop, deliver, and maintain quality IT solutions to support business processes, in line with IT guidelines and architectures.
- Balance clients' business requirements and preferred technical architecture.
- Recommend creative and innovative solutions to business or technical problems.
- Provide client support for operation systems consistent with service level agreements (SLA's). Ensures work is technically sound and in compliance with established quality and timeliness standards.
- Simplify or eliminate low value-added work processes.
- Increase understanding of client's business environment, priorities and processes, and emerging technology issues.
- Deliver analysis/reporting product and support while managing clients' expectations.
- Interface with customer and other departments to ensure project objectives are achieved. Interacts with vendors on routine testing matters.
- Analyze and identify core business processes for application design.
- Communicate issues openly, honestly, and in a timely manner with peers, management, and customers.
- Prepare and present new initiatives to senior leadership to help obtain buy-in and support.
- Work with vendors to clarify and resolve tool/software functionality issues.
- Participate in the definition, implementation, and execution of best practices.

## Qualifications

- Bachelor's degree in business or any other relevant degree or equivalent experience.
- 3 to 5 years of experience in a business analyst or data analysis role with 2 to 5 years of experience in a healthcare environment.
- Advanced knowledge of business intelligence tools (e.g., Tableau, SSRS, SAS).
- Experience with process flow documentation and design.
- Moderate SQL development skills.
- Experienced Tableau user.
- Experience with statistical analysis tools (e.g., SAS, R, SPSS).
- Clinical analytics experience.
- Healthcare claims reporting experience.
- Experience with geo-spatial analysis tools (e.g., ESRI).

## CHIEF BUSINESS DEVELOPMENT OFFICER

The Chief Business Development Officer will be responsible for creating and leading business development programs focused on various geographies, services, and segments. This person will define and execute our sales strategy.

### **Primary Responsibilities**

- Engage with C-suite healthcare provider organizations through a highly consultative, relationship-building approach that reflects a deep understanding of organizational needs.
- Understand, articulate, and effectively sell compelling business case and value propositions to target clients; understanding client challenges and what solutions our company can bring.
- Seek new and unique business channels and non-traditional sales targets based on a deep understanding of the application of the value proposition in new areas of focus.
- Responsible for driving key strategic initiatives, critical business decision making, deal analysis, and setting the overall growth trajectory of the organization.
- Responsible for coordinating with all business units to develop the strategic growth plan to include identifying new markets, and implementing the strategic growth plan, to include building relationships with key stakeholders.
- Develop opportunity profiles and project plans. Maintain multi-year pipeline of potential clients.
- Elaborate business development plans, design and implement processes to support business growth, through customer and market definition.
- Educate and build relationships across organizations, developing numerous touch points supporting the organization's mission and values.
- Responsible for hiring, creating sales KPIs, managing and mentoring other business development leaders.
- Through deep, trust-based relationships, continually partner with client resources.
- Develop and maintain an expert level knowledge of all company products and services.
- Use a consultative sales approach and supporting techniques, leveraging internal experts as appropriate.
- Lead negotiations through to sales award, coordinate complex decision-making process, and overcome client concerns to capture new business opportunities.
- Establish/maintain strong industry presence and reputation through participation in industry conferences, white paper authorship, speaking engagements, effective use of social media, etc.
- Build a pipeline of prospective sales and demonstrate the ability to move prospective sales through the process and effectively increases sales conversion rates or sustains high sales conversion rates.
- Use insights from the business development process to inform product and/or service development roadmaps and priorities.



- Use insights from the business development process to inform product and/or service development roadmaps and priorities.

## Qualifications

- 15+ years of progressive experience in sales/business development positions in like markets/organizations; 5-7 years of experience managing sales/business development teams.
- Proven record of success in consultative selling to senior level decision makers.
- Broad understanding of the complexities of healthcare delivery systems, with deep knowledge in the areas of finance, strategic planning, and/or clinical operations.
- Experience targeting new markets/segments and developing unique offerings that are clearly distinguished from the competition.
- Strong client relationship orientation and listening skills that contribute to the development of lasting, trust-based client relationships.
- Access to an extensive network of senior leaders in this industry.
- Outstanding verbal and written communication skills, including exceptional executive presence and the ability to create concise, compelling written communications.
- Organized, assertive, and self-directed; able to rapidly prioritize and pivot as needed.
- Ability to work under stress, interruptions, and tight deadlines.
- Independent judgment to determine pursuit guidelines, purpose, follow-through, and completion.
- Ability to understand financial reports including budgetary guidelines, deal analysis and project expenditures.
- Strong team player, adept at collaborating with colleagues across business units/functions and building alignment around a clear vision and set of objectives.
- Ability to travel up to 70% of the time.

## CHIEF CLINICAL INFORMATION OFFICER

The Chief Clinical Information Officer (CCIO) is a visionary leader with sound knowledge of healthcare and business management and a working knowledge of information systems, practices, and technologies. This position proactively works across multiple business units to implement healthcare information technology practices and solutions which meet defined policies and standards for acute and ambulatory care settings. Successful candidates must be highly knowledgeable about the needs of the business and voice of customer in both clinical and non-clinical roles to ensure that information systems are maintained in a fully functional, dependable, and sustainable mode.

This position must closely follow the emerging and growing changes to the healthcare landscape including innovative, technology developments, federal and state initiatives, information security, care delivery models, and payment models based on value and outcomes. The CCIO must demonstrate a keen understanding of the science of informatics, the healthcare domain, clinical environments and care processes, and healthcare rules that are essential for effective implementation, workflow design and user experience, influencing the entire enterprise's delivery of patient care including quality, safety, and financial outcomes.

### **Primary Responsibilities**

- Create vision, influencing health IT decisions, and providing leadership to successfully meet the challenges of a continually evolving technologic environment.
- Collaborate with key clinical and business leaders to strategically plan for the implementation, adoption, and process improvement of clinical information systems, including policies and procedures.
- Develop and plan improvements in user satisfaction, utilization, and performance with health IT.
- Facilitate system wide strategic planning related to health IT initiatives while managing clinical and stakeholder relationships effectively through collaboration and shared accountability.
- Manage customer, stakeholder, and vendor relationships and expectations with a focus on solutions and strategies that create win/win situations.
- Develop and tracks key performance indicators (KPIs) in areas of responsibility to increase safety, efficiency, and best practices.
- Continuously evaluate current processes and practices against industry standards - both inside and outside of healthcare/clinical healthcare IT.
- Provide strategic budget planning and oversight for functions within responsible areas.
- Attract, develop, and maintain top talent to continually raise the bar on the capabilities and deliverables of the organization.
- Plan and manage the daily operations within the parameters of their departmental operating and capital budgets.

- Direct the work of employees within their area of accountability, including staffing, goal setting, coaching, and mentoring, employee recognition and training, and performance management.
- Mentor team members to ensure there is an adequate management succession plan in place.
- Communicate regularly and effectively with staff through a variety of mediums (huddles, team meetings, individual one on one meetings, rounding and skip level interviews, as appropriate).
- Manage resource allocation to projects to ensure timely delivery within budget and according to requirements.

## **Qualifications**

- Clinical bachelor's degree required; master's degree in nursing, medical/clinical informatics, or other relevant advanced degree preferred.
- Must hold current state licensure in clinical discipline.
- Board-certification in informatics or CPHIMS certification preferred.
- 8 years of clinical or healthcare related professional experience working in an integrated healthcare system environment.
- 3 years previous health IT management/project management experience.
- Demonstrated knowledge of the care delivery system.
- Demonstrated strong analysis, problem resolution, judgment, and decision-making skills.
- Experience working with health IT-related project acquisition, implementation, and associated project management initiatives.
- Demonstrated effective leadership, collaboration, and communication skills.

## CHIEF DIGITAL OFFICER

The Chief Digital Officer (CDO) is the top organizational executive responsible for practical patient/consumer focused solutions that streamline processes through technology enabled solutions combined with continual process improvement to enhance both the patient/consumer experience and organizational business results. The CDO is responsible for ensuring that the enterprise's business strategy is optimized, given current and emerging digital realities, opportunities, and threats.

The CDO is responsible for understanding the use of digital technologies to enable better business service delivery and for understanding the use of information technologies to enable better business decision making. The CDO is responsible for digital patient/consumer experiences across the entire enterprise and its operations; hence, focusing on the patient/consumer experience, engagement, and in creating choices for the patient/consumer. The CDO's overall focus is to enhance the relationship between an organization and its patients/consumer through optimizing the management of organizational data components.

### **Primary Responsibilities**

- Participate in the business organization's strategic and operational governance processes as a member of the senior management team.
- Collaborate with executive management team and developing a streamlined approach for organizational growth and overall business strategy.
- Establish short and long-range objectives for the organization's digital strategy and gains stakeholder buy-in.
- Establish criteria for monitoring progress and measuring success of digital transformation projects or initiatives.
- Connect digital investments to organization's Key Performance Indicators (KPIs) and strategic priorities to achieve successful digital transformation.
- Responsible for planning, staffing, and budgeting of operational areas to ensure appropriate execution of business strategy while achieving business objectives in an efficient and effective manner.
- Define the digital architecture of the organization while balancing digital assets and computing services with market needs.
- Responsible for the development and acquisition of digital tools designed to enhance patient/consumer experience.
- Promote the organization's online presence through web marketing and social media applications.
- Drive digital disruption within individual business areas.
- Responsible for seamless integration of digital and information technology assets throughout product and service design.

### **Qualifications**

- Bachelor's degree in computer science or a related field, master's degree preferred.
- Relevant technology, architecture, or content platform work experience is beneficial.
- Excellent technical skills.
- Strong project management skillset to oversee project teams.
- Excellent communication skills to interact with team members, executive management, and clients.
- Experience with organizational leadership, culture, and behavior change management and transformation.
- Strong analytical skills to develop effective strategies, determine project risks, and plan product development.
- Strong negotiating skills.

## CHIEF EXPERIENCE OFFICER (CXO) (CHIEF PATIENT EXPERIENCE OFFICER)

The Chief Experience Officer (CXO) is a senior leader who collaborates with the Board of Trustees and the Chief Executive Officer (CEO), to define and develop a culture of excellence and high reliability in the organization. The CXO is a visionary business leader with forward-thinking solutions that challenge the conventional and disrupt the status quo. The CXO is entrepreneurial at heart, able to ideate and create the larger vision, drive change, and activate strategies that achieve the desired outcome of safe, quality cost-effective, and efficient patient care.

The CXO role focuses on quality, safety, and performance improvement. The CXO addresses the whole of experiences patients encounter during their hospital visits. The CXO helps streamline initiatives geared at helping clinicians perform their jobs more efficiently - combining separate areas of focus into a cohesive strategy for the patient experience.

### **Primary Responsibilities**

- Utilize data analysis, concepts of change management and process improvement to assist leaders and staff to enhance operational efficiency, quality outcomes, safety, and service excellence.
- Work collaboratively with the Chief Medical Officer, the Director of Quality and other operational leaders to achieve the strategic goals established by the Board of Trustees.
- Act as the system expert on patient satisfaction and service excellence.
- Improve patient and family experiences as well as patient relations across the health system.
- Assist in defining and developing a culture of excellence and high reliability.
- Develop vision, goals, strategies, and tactics to create highly engaged stakeholders (e.g., leaders, providers, employees, community).
- Develop and implements data-driven strategies that enhance engagement, process improvement and service excellence.
- Utilize change management strategies to modify behaviors and culture.
- Provide expertise and consultation to leaders and medical staff in process improvement and change management techniques to improve operational efficiency, clinical outcomes, safety, recruitment/retention of staff, and service excellence.
- Develop and implement the organization's recruitment/retention, engagement, and service excellence plan in accordance with the mission, vision, values and strategic goals of the organization, federal and state laws, regulations, and accreditation standards.
- Foster an organizational culture that promotes empowerment, inclusivity, and growth.

- Assure compliance with regulatory bodies (federal and state), professional organizations and accrediting bodies for changes in laws/regulations that may impact the organization's level of compliance.
- Responsible for day-to-day operations and human resource management to include staffing, scheduling, performance appraisals, orientation, training, and education.
- Responsible for annual planning and development of capital and operational budgets for responsible departments. Maintain fiscal responsibility for assigned budget. Monitors and meets established productivity targets.
- Demonstrate knowledge of and supports hospital mission, vision and value statements, standards, policies and procedures, confidentiality standards, customer service standards, HIPAA and the code of ethical behavior.
- Negotiate with vendors regarding the patient satisfaction measurement process & is the primary contract owner for patient satisfaction survey.

## Qualifications

- Master's degree required in healthcare administration, organizational development, human resources or related field is required, Ph.D. preferred.
- Process improvement and change management training such as Lean or Six Sigma is required.
- Five years of previous management or leadership experience.
- Three years of experience at a director level or higher.
- Experience in changing the culture of an organization, improvement in employee engagement and customer service score.
- Knowledge in the following practice areas: Patient/Consumer Experience, Patient Relations & Measurement Tools, Best Service Practices and Protocols, Workforce Engagement and Performance.
- Interpret surveys, metrics and standards relating to the patient experience.
- Independently judge, evaluate and manage complex problems, determine project guidelines and follow through with completion of activities.
- Adapt and maintain focus in fast paced, quickly changing or stressful situations.
- Think strategically, lead teams and provide project planning.
- Communicate receptively and expressively, both written and verbal, with diverse populations, including physicians, patients, families, community agencies, employees and volunteers.
- Interact effectively with co-workers, medical staff, patients and their families, hospital staff, administration, the public and all internal and external customers in a professional and effective, courteous and tactful manner, at all times, physically, verbally and in all written and electronic communication.

## CHIEF INFORMATION SECURITY OFFICER (CISO)

The CISO is responsible for establishing and maintaining the information security program to ensure that information assets and associated technology, applications, systems, infrastructure, and processes are adequately protected in the digital ecosystem in which we operate. The CISO is responsible for identifying, evaluating, and reporting on legal and regulatory, IT, and cybersecurity risk to information assets, while supporting and advancing DCH clinical and business objectives.

The CISO will proactively work with business units and ecosystem partners to implement practices that meet agreed-on policies and standards for information security. He or she should understand IT and must oversee a variety of cybersecurity and risk management activities related to IT to ensure the achievement of business outcomes where the business process is dependent on technology.

The CISO should understand and articulate the impact of cybersecurity on (digital) business and be able to communicate this to senior stakeholders. He or she serves as the process owner of the appropriate second-line assurance activities not only related to confidentiality, integrity, and availability, but also to the safety, privacy and recovery of information owned or processed by the business in compliance with regulatory requirements.

[Listen](#) to our conversation with Christopher Kuhl, MSIA, CISSP, CISM, CRISC, Chief Information Security Officer, Chief Technology Officer, Dayton Children's Hospital as he discusses this role.

### Primary Responsibilities

- Develop, implement and monitor a strategic, comprehensive information security program to ensure appropriate levels of confidentiality, integrity, availability, safety, privacy and recovery of information assets owned, controlled or/and processed by the organization.
- Develop and enhance an up-to-date information security management framework based on the National Institute of Standards and Technology (NIST) Cybersecurity Framework.
- Liaise with external agencies and trade organizations, to include the FBI, InfraGard, and SANS Institute, to ensure that the organization maintains a strong security posture and is kept well-abreast of the relevant threats identified by these agencies.
- Develop and maintain a document framework of continuously up-to-date information security policies, standards, and guidelines. Oversee the approval and publication of these information security policies and practices.
- Work with the compliance staff to ensure that all information owned, collected, or controlled by or on behalf of the company is processed and stored in accordance with applicable laws and other global regulatory requirements, such as data privacy.
- Manage and contain information security incidents and events to protect corporate IT assets, intellectual property, regulated data, and the company's reputation.



- Develop and oversee effective disaster recovery policies and standards to align with the enterprise business continuity management (BCM) program goals, with the realization that components supporting primary business processes may be outside the corporate perimeter.

## **Qualifications**

- 3+ years of experience in healthcare information security.
- Certified Information Systems Security Professional (CISSP) Certification.
- Excellent written and verbal communication skills and the ability to communicate information security and risk-related concepts to technical and nontechnical audiences at various hierarchical levels.
- Experience building, mentoring and leading IT security teams.

## CHIEF MEDICAL INFORMATION OFFICER

The Chief Medical Information Officer (CMIO) is a part of the executive leadership team and drives clinical, financial, and operational improvement throughout the health system. The CMIO is the tactical and strategic leader for clinical information systems that support health and well-being of patients and advancement of clinical quality and safety initiatives.

The CMIO is responsible for establishing the vision, future direction, and strategic use of clinical information systems for optimum health care. The CMIO is a proponent of new and emerging health care technologies while understanding the impact on the organization, the physician citizens of the organization and the patient. The CMIO is active in the policy sector of healthcare by engaging with local, regional and national issues affecting the delivery of care.

### **Primary Responsibilities**

- Serve as principal advisor to the SVP/CIO, CMO and other information technology staff about physician issues and the impact that information technology has or may have on medical practice.
- Provide medical leadership in the areas of planning, development, readiness, and implementation of strategic and tactical clinical information systems.
- Work collaboratively with other technology service leaders to develop, implement, maintain, and publish applicable and up-to-date customer-centric policies and procedures, standards, and guidelines.
- Facilitate the approval, training, and dissemination of these policies and practices.
- Leverage medical and health data to improve services and daily operations.
- Manage the expectations of clinical information system end-users.
- Monitor the regulatory reporting criteria of electronic medical records systems to ensure the organization is meeting criteria ahead of deadlines.
- Serve as the clinical liaison between the technical, medical, and executive departments.
- Assist in developing a training curriculum for end users.
- Provide expertise and guidance on patient safety and clinical risk management.
- Serve as an EHR subject matter expert in clinical workgroups, steering committees, and clinical content groups.
- Recruit super users and subject matter experts from within the health center.
- Foster enthusiasm for patient safety, software quality and medical initiatives.
- Develop and maintain knowledge of emerging technologies and trends in the industry related to the use of informatics tools in clinical decision support.
- Assist with the identification, evaluation, and assessment of new care delivery technology, developing recommendations on the impact of integration with existing workflows and systems.

## Qualifications

- Graduate of an accredited medical school.
- Licensure to practice medicine in the state.
- Minimum of 3-5 years clinical experience, providing direct patient care.
- Experience as a medical director or service chief in a comparable hospital or health system.
- Strong clinical credentials required.
- Experience in using health analytics methods and tools to achieve process improvement and enhance patient care.
- Strong knowledge and experience with health care regulations and associations: HIPAA, HITECH, Leapfrog, The Joint Commission, CMS, ACO, etc.
- Transformational leader with ability to positively influence and coach various stakeholders to lead effectively.
- Abstract thinker who can provide a clear long-term vision and strategy that achieves concrete and incremental value.
- Contemporary physician who is up to date with latest health care trends, clinical evidence, and informatics best practices.
- A systems thinker with strong organizational skills who can pull all the pieces together and deliver on time and within budget.
- Possess excellent interpersonal skills and can work effectively with a diverse range of personalities.
- Must be approachable, show respect for others and be able to present data with effective communication and presentation skills.
- A proactive mindset, ability to analyze and anticipate events and situations to prepare for the situation ahead of time.

## CHIEF MEDICAL OFFICER

The Chief Medical Officer (CMO) is the healthcare administrator who oversees the effective management of medical centers. They are responsible for managing clinical operations, liaising between administration and medical staff, implementing operating efficiencies aimed at enhancing patient numbers and flow and ensuring that patients receive the highest standard of medical care.

The Chief Medical Officer is responsible for managing hospital budgets, assessing, and upgrading existing medical care standards, and working with operating and executive team members to implement new operating processes and systems.

The Chief Medical Officer recruits and trains new medical staff and acts as mentors to medical staff through good management, leadership, and coaching.

### **Primary Responsibilities**

- Deliver direct care to patients in in-patient and ambulatory settings.
- Act as liaison between administration and medical staff.
- Cooperate with the executive team to initiate procedures, regulations, and programs to benefit patients and fiscally support the organization.
- Develop best practices in transitioning from traditional to innovative care delivery and reimbursement modalities.
- Proposes resource investments to support organization's business plan and provides input to corporate budget cycle.
- Provide clinical domain expertise and support in health care cost, quality and safety measures including AHA (American Hospital Association), NQF (National Quality Forum), AHQA (American Health Quality Association), and the Joint Commission.
- Ensure that all healthcare regulations and safety standards are met, including CMS (Centers for Medicare/Medicaid), The Joint Commission, AHRQ (Agency for Healthcare Research and Quality), and others as applicable.
- Recruit and mentor new and incumbent medical staff.
- Create benchmarks for key performance indicators.
- Monitor and evaluate clinical performance of medical staff and find ways to improve it both administratively and clinically.
- Ensure that standards, protocols, leadership, and direction are all in place so that the organization provides the highest quality of care.
- Plan strategically by anticipating opportunities, analyzing competitive posture, and developing/implementing successful programs based on that analysis.
- Manage and direct all clinical services within the organization.
- Ability to deliver with respect to engaging and aligning medical staff, improving performance metrics, improving quality of care and at the same time curtailing costs by more efficient use of resources.

## Qualifications

- MD or DO Degree with current, valid license.
- Master of Health Administration (MHA) or Master of Business Administration (MBA) desirable.
- 10+ year's clinical experience.
- 4+ years' experience in a management role.
- Strong background in clinical practice management.
- Experience in using health analytics methods and tools to achieve process improvement, enhance patient care and/or improve practice profitability.
- Budget development skills, hospital, ambulatory and practice level.
- Clinical risk management experience.
- Ability to adapt to a continually evolving environment.
- Able to thrive in an autonomous and high-pressure organization.
- Knowledge of physician compensation processes, productivity incentive packages and the concept of fair-market value, for individuals and groups of physicians.
- Knowledge of Stark Laws or various state law equivalents, prohibiting physician referrals to entities (labs, procedures, consultants) with which they have a financial relationship.
- Knowledge of the federal anti-kickback statute and the dangers of placing hospitals and health care organizations at risk when assigning medical directorships, discounted office space and complex joint ventures that may appear to remunerate physicians, or groups of physicians, for referrals to the organization.
- Cognizance of legal landmines with regards to the Health Insurance Portability and Accountability Act (HIPAA), the Health Care Quality Improvement Act (HCQIA),<sup>15</sup> vulnerability to Recovery Auditor Contracts (RAC) and avoidance of practices that could invoke fraud and abuse enforcement (billing for services that do not meet medical necessity criteria on over billing for services).

## 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. The CNIO'S primary goal is to advance the nursing profession'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**

- Collaborate with healthcare executives in creating the organizational mission and vision. Direct the integration of nursing or nursing related activities in the mutual development and achievement of organizational goals.
- Improve the quality and effectiveness of the facility's overall healthcare 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.
- Develop policies related to professional practice and relevant statutes and regulations at community, regional, and/or national levels.
- Mentor others in executive leadership positions. Forecast knowledge needs for complex multi-system change.
- Serve as an expert to communicate nursing and health care trends and issues at the local, regional, state, and/or national level.
- Advocate for ethical decision-making on behalf of the public and staff. Develop an environment for ethical decision-making at the organization/system level.
- Practice at an executive level consisting of complex leadership and administrative components, associated with critical healthcare issues and activities that influence the organizational mission, health care, and policy.
- Collaborate with other executives for strategic planning, decision-making, and problem solving about health care services and organizational priorities.
- Promote an environment that supports the conduct and utilization of research in practice and a spirit of inquiry.
- Develop resource utilization strategies to improve organizational performance. Employs strategies reflecting the changing societal and healthcare environments and the economic climate.

- Advocate for nursing innovations that address clinical need, policy change, workforce management, informatics education aligned with the organizational strategy and national priorities.

## **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 agency and accredited by an accrediting body at the time the program was completed.
- Current, full, active, and unrestricted registration as a graduate.
- Requires 10 years' experience in nursing with evidence of experience in Informatics.
- Project management experience preferred.
- Demonstrated experience taking a product from development to production.
- Demonstrated experience with evaluating new customer needs and documenting the business case and technical requirements.
- Understanding of regulatory requirements and industry best practices.

[Learn more about the CNIO role](#), written by the HIMSS Nursing Informatics Team.

## CHIEF PRIVACY OFFICER

The Chief Privacy Officer (CPO) position provides leadership and oversight in the strategic planning, execution, and assessment of the information privacy program. Establishes and maintains a comprehensive program to ensure that all information assets are adequately identified and that information assets are appropriately classified.

The position is responsible for identifying, directing, coordinating, evaluating, and reporting on information privacy risks in a manner that meets compliance and regulatory requirements. The position is also responsible for developing or managing budgets, project prioritization, strategic planning, execution, policies, procedures, and guiding practices. In addition, this position will lead staff development for the respective teams to ensure creation of service culture to support service level agreements for designated business units.

### **Primary Responsibilities**

- Responsible for the strategic direction of the privacy program.
- Act as the corporate executive charged with developing and implementing policies designed to protect employee and customer data from unauthorized access.
- In collaboration with Human Resources, ensure compliance with privacy policies and consistent application of sanctions for failure to comply with privacy policies for all employees, extended workforce, and business associates.
- Build a strategic and comprehensive privacy program that defines, develops, maintains, and implements policies and processes that enable consistent, effective privacy practices, which minimize risk and ensure the confidentiality of protected and other classified data in paper and electronic form, across all media types.
- Ensure privacy forms, policies, standards, and procedures are up-to-date.
- Work with organization senior management, security, and corporate compliance officer to establish governance for the privacy program.
- Serve in a leadership role for privacy compliance.
- Collaborate with the information security officer to ensure alignment between security and privacy compliance programs including policies, practices, investigations, and acts as a liaison to the information systems department.
- Establish, with the information security officer, an ongoing process to track, investigate and report inappropriate access and disclosure of protected health information.
- Perform or oversee initial and periodic information privacy risk assessment/analysis, mitigation, and remediation.
- Conduct related ongoing compliance monitoring activities in coordination with the organization's other compliance and operational assessment functions.
- Take a lead role to ensure the organization has and maintains appropriate privacy and confidentiality consents, authorization forms and information notices and materials reflecting current organization and legal practices and requirements.
- Oversee, develop, and deliver initial and ongoing privacy training to the workforce.



- Participate in the development, implementation, and ongoing compliance monitoring of all business associates and business associate agreements, to ensure all privacy concerns, requirements, and responsibilities are addressed.

## Qualifications

- Bachelor's degree in business administration or healthcare administration or related major. Master's degree preferred.
- Minimum of 15 years of experience within regulated institutions in Compliance, Risk, or other regulatory function.
- Minimum of 5 years of experience leading a team.
- Healthcare experience preferred.
- Privacy and Compliance Certifications preferred (e.g., CHPS, CHS).
- Experience operating in a matrixed organization where you must exert influence over professionals that are not direct reports.
- Ability to communicate effectively, both verbally and in writing and the ability to report to the board.
- Thorough knowledge of privacy laws and regulations including:
  - Knowledge of US Data Protection and Privacy Regulations e.g., GLBA, Regulation P, FCRA, etc.
  - Knowledge of International laws that impact the privacy International Knowledge of key State Data Protection and Privacy Regulations.
- Effective analytical and investigative skills.
- Effective team management skills: consensus building; conflict resolving and meeting managing.
- Strong interpersonal skills and ability to deal effectively with diverse personalities and skill sets.

## CHIEF RISK OFFICER

The Chief Risk Officer (CRO) will act as the corporate executive tasked with assessing and mitigating significant competitive, operational, compliance, legal, strategic, cyber, privacy, regulatory and technological threats to the enterprise's assets, including capital and earnings potentials.

### **Primary Responsibilities**

- Oversee the development, implementation and execution of the enterprise risk strategy and program.
- Partner with other key executives including the CIO and Strategy executives to proactively identify issues and solutions that can impact the organization's goals, objectives, and strategies.
- Oversee the development and update of risk maps and strategic action plans to mitigate the company's primary threats and monitor the progress of risk mitigation efforts.
- Build risk quantification and qualification models, algorithms, and formulas to support the definition of risk appetite and tolerance levels.
- Oversee the execution of the annual enterprise risk assessment and remediation activities.
- Develop and disseminate risk analysis and progress reports to company executives, [board members](#) and employees.
- Operationalize risk management by building strategies and processes to integrate risk management priorities into the company's overall strategic planning.
- Act as the resident expert on risk, monitor, and report on the organization's risk profile.
- Oversee all risk education programs and efforts.
- Develop and implement information and risk assurance strategies to protect against and manage risk related to the use, storage and transmission of data and information systems.
- Evaluate potential operational risk stemming from employee errors or system failures that could disrupt business processes, then develop strategies to both reduce exposure to these risks and adequately respond when these issues occur.
- Oversee the design, implementation and maintenance of the enterprise governance, risk, and compliance tools to support the enterprise risk management program.
- Oversee funding and budgeting of risk management and mitigation projects.
- Communicate with company stakeholders and board members about the [business' risk profile](#) and assessments.
- Participate in merger and acquisition, new business/new product risk assessments.

## Qualifications

- Bachelor's degree in business administration, accounting, finance, mathematics, statistics or a similar management discipline, master's degree preferred.
- Certification in CRCMP, CRISC, ISO3000 or similar required.
- At least fifteen (15) years of related experience in risk management with at least (8) eight years previous experience in risk titled positions and functions.
- Solid understanding of various risk frameworks, practices and experience designing and implementing integrated risk frameworks in highly regulated industries.
- Prior management experience preferred.
- Experience interacting with governing and regulatory bodies and audit committees.
- Exceptional communication skills.
- Ability to engage and communicate with all elements of the workforce, leadership, and governance.
- Strong problem-solving, conflict management, influencing and consensus building skills.

## CHIEF TECHNOLOGY OFFICER

The Chief Technology Officer (CTO) will serve as a key direct report to the Senior Vice President & Chief Information Officer (SVP/CIO) and will be part of the IT senior leadership team. 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 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.

[Listen](#) to our conversation with Christopher Kuhl, MSIA, CISSP, CISM, CRISC, Chief Information Security Officer, Chief Technology Officer, Dayton Children's Hospital as he discusses this role.

### Primary Responsibilities

- Lead strategic technological planning to achieve business goals by prioritizing technology initiatives and coordinating the evaluation, deployment, and management of current and future technologies.
- Collaborate with the appropriate departments and outside vendors to develop and maintain a technology plan that supports organizational needs.
- Develop/contribute to IT business plans, staffing, budgeting, and process decisions that support both the long-term and the short-term objectives of the organization.
- Develop and communicate business/technology alignment plans to executive team, staff, partners, customers, and stakeholders.
- Direct development and execution of an organization-wide disaster recovery.
- Stay abreast of trends and regulations to ensure effectiveness and compliance.
- Provide thought leadership and representation in interoperability work groups, as they relate to ONC's S&I framework.
- Keep abreast on national and statewide HIE trends including security requirements, HL7 and Meaningful Use, as these pertain to HIE.
- Analyze complex business needs presented by the user community and/or clients and recommends technical solutions.
- Maintain competency in and thorough understanding of future trends and technology in digital health. This would include interop-proper, mobile apps, consumer devices, application programming interfaces and digital platforms (technology and identity access concerns most notably).

## Qualifications

- Master's degree in computer science or a related field, preferred, including MBA or Masters in computer science.
- 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.
- Perform effectively in a complex changing environment with proven successes in collaboration, communication, critical thinking, & futures planning. Excellent verbal, presentation, written and interpersonal communication skills. Ability to work collaboratively, influencing decisions and outcomes, facilitating consensus.
- Proven leadership and management skills.
- 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, interoperability, and information exchange standard practices.
- Solid understanding of the following languages and protocols – Java, XML, Http/s, RESTFUL Web Services, RFC, JDBC, JCO.
- Ability to work with multiple technologies (ex. XD, XD\*, LDAP, HL7, CCD, CCDA, FHIR) 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.
- Excellent knowledge of advanced technologies including mobile computing, data warehousing and health information exchange.
- Ability to analyze complex technology problems and develop recommendations and solutions that are understood in business terms.

## CLIENT EXECUTIVE

The Client Executive is responsible for the overall relationship and extensive knowledge of the client's organization, client's strategic plan, and client's business and clinical operations. The Client Executive could be an employee of an external organization such as a clinical applications vendor or it could be an internal position within Information Technology (IT) that supports the relationship and IT operations of a department, division, or clinical service line.

The Client Executive is key to and responsible for the success of the respective client organization. S/He will attain a deep working knowledge of the day-to-day activities of the business, clinical, or research department. It will be imperative that the Client Executive be well versed in relationship development and serve as a trusted advisor to the client's leadership team including the c-suite, departmental leadership, physician leadership, medical staff, clinical staff, and business leaders in supporting/ancillary services.

The Client Executive will work to understand the 3 to 5 year strategic plan of her/his client in order to translate the support requirements of the plan so that the IT division/vendor are efficiently enacting application systems, processes, and planning that will drive the strategic plan forward meeting the necessary milestones for a successful outcome. This deep working knowledge will also be important for the Client Executive to serve as the best advocate internally for their client's needs and ability to address the client's issues.

### **Primary Responsibilities**

- Translate daily and future needs of the client to the requirements of the internal IT/vendor applications/services used to support successful outcomes for the client.
- Create an IT/vendor support plan that mirrors the client's operational/strategic plans with identified milestones and deliverables.
- Define the deliverables required to maintain the ongoing success of the client's activities.
- Align resources that support the client on a daily basis.
- Develop a support plan that aligns leadership to partnerships required to keep communication clear, concise, and effective.
- Monitor the success of the client and their initiatives.
- Cooperate with the client to develop a report card that regularly displays the status and success of agreed upon activities and milestones.

### **Qualifications**

- Bachelor's degree in business, healthcare, clinical, computer science, or related field.
- 3-5 years of progressive experience supporting at least one if not more clients on a regular basis.

- Working knowledge of the healthcare industry.
- Deep understanding of relationship management including developing, nurturing, and strengthening partnerships with clients.
- Excellent communication skills.
- Develop and maintain an action plan to successfully meet tasks, timelines, and milestones.
- Demonstrated capabilities using commercially available office and presentation applications.
- Ability to review and document key organizational activities of client and translate for internal consumption within IT/vendor as required to meet the client action plan.
- Demonstrated success at meeting deliverables and timelines.
- History of developing successful partnerships across multiple organizations/constituencies.

## CLINICAL INFORMATION SPECIALIST

Clinical Informatics Specialists are professionals who are able to work in different healthcare settings either multi-hospital setting, community-based health care organization, comprehensive network of primary and specialty physician practices and complementary services.

Main functions include collaborating with clinicians, providers, and allied health in analyzing clinical requirements specific to the organization. Knowledgeable in clinical documentation needs essential in working with EHR vendors, service providers and content partners to enhance content. Participate in testing and validating order sets and clinical documentation tools, current state mapping and future state workflow development, application design and development, content issues resolution, implementation, optimization, and end-user support. May participate in the development and utilization of EHR data in clinical and research departments.

### **Primary Responsibilities**

The Clinical Informatics Specialist has organization-wide responsibility for workflow processes impacted by clinical information systems across disciplines and clinical departments.

- Lead/participate in implementing large clinical process change initiatives across the clinical setting in ambulatory, outpatient, and inpatient departments.
- Responsible for performing advanced application system analysis and design to include requirements, specifications, configuration, documentation, testing, and implementation of system.
- Provide application support, troubleshooting, support training needs, unit reporting or departmental analytics activities.
- Serve as a primary liaison/resource regarding clinical workflows and technology between solution workgroups, clients, and vendors.
- With the health care team, assume accountability for ensuring smooth clinical workflow processes across ambulatory clinics.
- Facilitate and lead process change activities across clinical disciplines integrating strong quality improvement principles into the process transformation.
- Assist customers in defining metrics needed to measure change and works closely to help sustain needed process change.
- Effectively work as part of a multidisciplinary healthcare team to identify solutions to improve efficiency and the delivery of safe patient care.
- Serve as a resource for multiple applications/systems.
- Participate as a clinical workflow resource for new implementations as well as ongoing optimization of existing products and workflows.
- Responsible for making timely, effective decisions in relation to assigned products.
- Work in a professional manner with external and internal customers.



- Demonstrate confidentiality when accessing personal information related to both patients and staff.
- Make timely, effective decisions using independent judgement and discretion within the appropriate guidelines defined by leadership.
- Work both in an office environment as well as the clinical environment.
- Maintain clinical competency in field of practice.
- Play an important role with a regional leader that inspires better health through compassionate care, medical education and research, and neighborhood outreach.
- Realize the advantages of advancing your career with an organization where you can expect supportive leadership, state-of-the-art technological resources, inter-professional teamwork, and innovative learning.

## Qualifications

- Bachelor's degree with three years clinical experience or diploma. Associate degree with five years clinical experience. Master's degree in a related field preferred.
- EMR vendor experience (as specific by employer) with solution specific proficiency or certification highly desirable (Inpatient, ED, OPD).
- Licensure, certification, and/or registration: Current State licensure as a Registered Nurse or Registered Respiratory Therapist.
- Self-motivated team player that can work under little supervision, with strong organizational and analytical skills.
- Able to work both independently and in a team setting and serve as a mentor to others in the department.
- Capable of prioritizing multiple projects and meeting deadlines.
- Demonstrate knowledge and competency in the following areas:
  - satisfactory completion of orientation
  - positive interpersonal and communication skills
  - critical analysis skills
  - ability to resolve complaints/problems
  - customer-focused philosophy of service delivery
  - meeting facilitation
  - conflict resolution
  - ability to use technology and appropriate software to support daily activities
- Maintain clinical competency by meeting ongoing clinical hour requirements in current department as defined by leadership.
- Demonstrated understanding of quality improvement principles (Lean, Six Sigma, DMAIC, etc.).
- Flexible scheduling and travel required.

## CLINICAL SYSTEMS ANALYST

Clinical Systems Analysts are involved in the installation and development of hospital information systems. Their job is to perform system upgrades and provide system maintenance when required. Clinical Systems Analysts must have advanced knowledge of hospital purchased software and the ability to supervise staff and maintain hospital information confidentiality. Clinical Systems Analysts participate in developing policies and creating training tools for hospital information systems uses.

### **Primary Responsibilities**

- Act as liaison between clinical personnel, vendors, and the hospital IT department to solve system problems.
- Analyze computer information systems and identify areas for improvement.
- Analyze problems to determine causes and initiate corrective action.
- Confer with clinical personnel (direct and indirect caregivers) to determine information needs and instruct software engineers to make software or system designs.
- Provide users in-service and other forms of continuing education related to software and hardware.
- Analyze, develop, and maintain computer applications, procedures, and other systems that satisfy multi-departmental users.
- Review, evaluates and implements requests from user departments.
- Develop necessary documentation, including system testing and evaluation, documentation, user manuals, operating instructions, information standards, confidentiality standards, policies, and procedures.
- Maintain a high level of interaction with all clinical areas to continually enhance and improve patient care.
- Coordinate and participate in both internal and external user group functions.
- Ensure compliance of system use, data input, and retrieval policies and procedures.
- Knowledge of and supports the organization's mission, vision, value statements, standards, policies and procedures, operating instructions, confidentiality standards, and the code of ethical behavior.
- Share on-call duties with other individuals within information services.
- Maintain knowledge of current technology through seminars, educational opportunities, trade magazines, and news groups.

### **Qualifications**

- Bachelor's degree in information management, computer science, healthcare administration or equivalent. Master's degree in health informatics preferred.
- Clinical degree in medical technology, nursing, pharmacy, physician's assisting, or other health-related degree.
- CPHIMS/CAHIMS certification preferred.

- Two+ years clinical experience.
- Two+ years' experience in intra/inter departmental communication.
- Project management skills.
- Problem solving and analytical skills.
- Time management skills.
- Demonstrate excellent oral and written communication skills.

## CLINICAL TERMINOLOGIST/MAPPING SPECIALIST

A Clinical Terminologist supports the organization in implementing clinical terminology standards and services. Possesses experience with data extraction, transformation, and use of data from electronic health records (EHR), and with associated health IT standards, terminologies, code sets, and other resources. Extensive knowledge of clinical data standards (e.g., LOINC, SNOMED-CT, ICD- 10, RxNORM, etc.) and experience with applicable standards specifications (e.g., C-CDA, FHIR), organizations (e.g., HL7), and tools provided by government health authority as required.

The clinical terminologist should have experience in consulting, contracting, or other service-related technical work with federal, state, and commercial clients as a subject matter expert (SME) and lead on projects or tasks related to clinical terminologies.

### **Primary Responsibilities**

- Analyze and map clinical content to the appropriate vocabulary, terminology, and code set standard for representing and exchanging the clinical data.
- Implement standards development organization (SDO) processes and best practices for mapping, new code requests, modifications to standards/vocabularies/code sets, conformance to interoperability implementation guides (e.g., FHIR).
- Evaluate clients' needs and designs a technical approach that demonstrates an understanding of data structures and standardization, relevant health IT standards, policy priorities, and interoperability goals.
- Evaluate the underlying logic/specifications, measures performance/benchmarks, value sets, and standards of existing and proposed CQM/eCQMs and to understand their alignment with intended quality improvement activities.
- Participate in relevant industry and SDO activities (e.g., workgroup meetings, connectathons) to support technical implementation and future changes in support of client needs.
- Provide support/response to stakeholders (e.g., federal/state clients, healthcare providers, and health IT vendors) who raise questions about CQM/eCQMs specifications, standards, logic, format, etc.
- Prepare documentation for audiences that include federal agency program staff, healthcare providers, and health IT vendors such as reports, white papers, memos, and presentations.
- Build scientific stature by co-authoring manuscripts for publication in peer-reviewed journals; present analyses at national quality, health IT and informatics-related meetings; author blog posts and impact briefs.
- Support business development activities as a SME including contributing to the development of proposals and requests for information, as required.

## Qualifications

- Master's degree in related health field (e.g., public health, epidemiology, informatics, or bioinformatics) with at least 6 years' experience or a bachelor's degree in a related health field with at least 8 years' experience.
- Experience with policies and initiatives related to data and exchange standards including the ONC Interoperability Advisory Standard, U.S. Core Data for Interoperability initiative, ONC Certification Rules, and other federal and state regulations.
- Knowledge of HL7 standards and processes including Clinical Document Architecture (CDA) and Fast Healthcare Interoperability Resources (FHIR).
- Experience with healthcare/clinical terminologies and code sets that comprise measure value sets including SNOMED CT, LOINC, ICD10, CPT4, RxNORM, CVX, UCUM, and other code systems.
- Experience with tools to develop, maintain, and access value sets, such as the National Library of Medicine's (NLM) Value Set Authority Center (VSAC).
- Knowledge of CMS's Measure Authoring Tool (MAT), BONNIE testing tools, and related formats Quality Measure Format (HQMF XML) and Clinical Quality Language (CQL).
- Knowledge of Quality Payment Program(s) (QPP), the Blueprint for CMS Measure Management System requirements and National Quality Forum measure endorsement processes.
- Experience with Quality Data Model (QDM) and quality data reporting architecture (e.g., QRDA, QPP JSON, FHIR) and other HL7 standards as relevant.
- Excellent knowledge of the Microsoft Office applications.
- Strong organizational skills including ability to manage multiple priorities and work demands simultaneously, under deadlines.
- Strong written and oral communication skills including ability to bridge technical and clinical subject matter disciplines including ability to present technical topics to lay audiences, and to convey complex information clearly and concisely.
- Self-directed, continuous learner of new tools, techniques, and technologies for healthcare data and knowledge representation with experience monitoring emerging industry innovations to advance interoperability.
- To qualify, applicants must be legally authorized to work in the United States and should not require, now or in the future, sponsorship for employment visa status.
- Licensed or credentialed as a healthcare provider (e.g., RN, NP, PA, MD, DO) or health information specialist (e.g., RHIA, CCS).
- Experience in research methods, consulting, contracting, or other service-related technical work.
- Knowledge of Application Programming Interfaces (APIs) and implementation of FHIR-based applications strongly preferred.

## CLINICAL TRANSFORMATION ANALYST

Clinical Transformation Analysts focus on planning and organizing the clinical content related to clinical transformation process. Functions primarily as a healthcare professional knowledgeable about order set components and their relationship to the care and treatment of inpatients and should understand the clinical documentation needs of physicians, registered nurses, and other clinical disciplines within the inpatient setting. Essentially oriented with organizational policies, procedures, business operations, and regulatory requirements related to orders and clinical documentation and should be knowledgeable about national standards related to quality and safety.

Larger organizations require to work in teams, committees, and change boards to support organization strategic initiatives. Ability to serve as consultants dedicated to guide high-impact projects through workflow re-engineering, flowsheet development and focus group meeting activities.

### **Primary Responsibilities**

- Utilize nursing knowledge to identify areas of systems enhancements to improve clinical outcomes.
- Facilitate workgroups to analyze and modify current practice to streamline workflow processes.
- Communicate significant process issue findings with project manager, and other team members as appropriate to facilitate system optimization.
- Identify appropriate education methodologies and applies them appropriately to specific applications and projects.
- Provide ongoing support to the clinical care providers with technology changes/enhancements.

### **Qualifications**

- Bachelor's degree required, master's degree highly preferred.
- Five years recent experience in hospital setting required.
- Registered nurse with current active state licensure.
- EMR Vendor experience preferred (as specified by employer).
- Related Informatics certification preferred.
- Advanced computer skills required (e.g., Microsoft Visio).

## CODING SPECIALIST

The Coding Specialist is a professional role that transforms the healthcare diagnosis, procedures, and medical services into specific codes for reimbursement of services provided.

The candidate is skilled in extracting precise information from clinical documentation, test results, and reports by assigning the appropriate code(s) to create a claim to collect payment from insurance carriers daily.

The Coding Specialist also poses relevant questions and connects the dots to uncover any additional or missing information for a seamless billing process.

### **Primary Responsibilities**

- Prepare summaries and assigns the appropriate codes for the services rendered.
- Review claims to formulate a synopsis of facts and collaborates with claims examiners regarding the synopsis.
- Assign and sequence codes correctly per government and insurance regulations.
- Comply with medical coding guidelines and policies.
- Analyze medical malpractice claims by identifying issues, events, diagnoses, and procedures that resulted in the action.
- Retrieve and collect physician background information from various resources for reporting.
- Review claims to formulate a synopsis of facts and collaborate with claims examiners regarding the synopsis.
- Make corrections to draft reports for physician review and submit approved reports to management in a timely fashion.
- Interact with claims staff, attorneys, and physicians regarding reports as needed.
- Implement strategic procedures and choose strategies that provide correct results.

### **Qualifications**

- Bachelor's degree in health information systems or business.
- Certification as a CPC for medical practices.
- 3-5 years of experience in medical coding.
- Proven experience in administrative medical information management and computer application.
- Ability to work on software applications systems and a willingness to learn.
- Strong understanding of physiology, medical terms, and anatomy.
- Maintain a prominent level of integrity and confidentiality of medical information.
- Excellent verbal and written communication skills.

## COMPLIANCE PROFESSIONAL

The Compliance Professional is to develop, implement, revise, and oversee the Corporate Compliance Program. The responsibilities include maintaining and expanding visibility for the Corporate Compliance Program at all levels within the company; training senior management regarding the company's Corporate Compliance Program; recommending and implementing compliance initiatives which match the health care regulatory environment; and evaluating company processes for compliance impact.

### **Primary Responsibilities**

- Administer the Company's Corporate Compliance Program including conflict of interest, code of conduct and ethics violations.
- Act as an expert with respect on compliance matters requiring external reporting, such as to regulatory and law enforcement agencies.
- Create and manage a program to educate and communicate the importance of good corporate citizenship to all leaders, employees, contractors, and business partners.
- Act as the internal resident expert providing appropriate compliance advice services to various levels of leadership including day-to-day, Board's, and internal and external stakeholders as appropriate.
- Develop external contacts to position themselves as a leader in health care compliance programs.
- Work with business segments and unit leaders to increase awareness of the importance of the Corporate Compliance program.

### **Qualifications**

- Bachelor's degree in business administration, health administration or related field.
- Significant experience in the health care industry, with specific ethics/compliance program experience or legal experience.
- CHS or equivalent certification preferred.
- Detailed understanding of government requirements, regulations, and expectations for health care compliance programs.
- Familiarity with Medicare and Medicaid programs and state insurance laws preferred.
- Demonstrated effectiveness operating in complex organizational environments.
- Excellent written, oral, and presentation communication skills.
- Proven ability to work with all levels of management.
- Strong problem-solving skills.
- Demonstrated ability to partner effectively with others in handling complex issues.
- Strong influencing skills and sound business judgment.



## CONSULTANT

Consultants provide subject matter and business expertise to organizations, often providing project specific support to meet a particular goal or deliverable. Healthcare information consultants may be focused on specific areas such as pre-sales consulting, business process analysis, implementation or change management. Organizations may hire or seek out the services of consultants to meet short-term needs or to analyze specific problem areas. Technology providers rely on consultants to align their products and services to a specific customer's needs.

[Listen](#) to our conversation with Parrish Aharam, Director, The Chartis Group as he discusses this role.

### Primary Responsibilities

- Provide subject matter expertise to customers- both internal and external to define processes and plans that solve problems and improve defined outcomes.
- Assist with the implementation and building of new software and technology systems as assigned.
- Define methods for evaluating success, including key performance indicators using quantitative methods.
- Understand the importance of qualitative measures and consider the impact on end users, patients, and customers.
- Support internal and external customers with training and knowledge sharing of best practices, new procedures or technologies as needed.
- Maintain a level of professional engagement and continuing education to guide the organization and customers on future trends and technology requirements.

### Qualifications

- Bachelor's degree or equivalent technical training and experience for all technology roles; master's degree for all leadership or business process roles.
- Clinical degree and licensure for all clinical consulting roles.
- 5+ years working in healthcare or providing services to the healthcare industry.
- Relevant certifications (Informatics, Project Management, Microsoft, or other technical certifications as appropriate).
- Working knowledge of relevant regulatory requirements, industry trends and best practices.
- Excellent verbal and written communication skills.
- Work independently and as part of larger collaborative team.

## CYBER ARCHITECT/CYBER SECURITY ARCHITECT

The Cyber Architect/Cyber Security Architect will lead the development of and coordinate all IT strategy, and security protocols while overseeing the implementation of integrated systems and maintenance of current IT infrastructure. The architect will embrace innovation to improve the organization's ability to better achieve their missions by designing and engineering healthcare cyber solutions through software selection, sizing, configuration, and related work.

[Listen](#) to our conversation with Christopher Kuhl, MSIA, CISSP, CISM, CRISC, Chief Information Security Officer, Chief Technology Officer, Dayton Children's Hospital as he discusses this role.

### Primary Responsibilities

- Design, present and administer integrated technology solutions architecture, strategies, policies, and standards.
- Provide briefings and solution demonstrations, prepare technical material for internal and external audiences.
- Maintain a high level of technical excellence.
- Propose changes in existing products or services that result in cost reductions or increased end-user productivity, write technical papers, or give industry seminars, identify, and champion new core capabilities or partnerships, and lead or mentor other staff.
- Ensure system availability, scalability, security, and other system performance goals are met.
- Lead complex systems integration projects through demonstrated ability to achieve deliverables on time and on budget.
- Coordinate and oversee architecture implementation and modification activities.
- Oversee the Information Security Management function of the organization, including the development, documentation, implementation, operation, and maintenance of all information security programs, and heads ongoing activities to preserve the availability, integrity, and confidentiality of organization information resources in compliance with applicable security policies and standards.
- Safeguard the organization's computers, networks, and data against threats, such as security breaches, computer viruses, or attacks by cyber-criminals, avoiding loss of confidential information, lost revenue, and fines from regulatory agencies for failing to protect data.
- Manage IT support, and staff, providing line management, leadership, motivation, and strategic direction.
- Communicate regularly with other members of leadership team and managers and brings the organization's information security risks under explicit management control.

## Qualifications

- Bachelor's degree in computer science, data science, mathematics, management information systems or equivalent degree is required. Master's degree or other advanced technical degree preferred.
- CISSP certification desired.
- 10 years' work experience in cybersecurity desired.
- 3+ years Agile project management experience desired.
- 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.
- Internal and external client relationship management skills and experience required.
- Experience with contact center, data warehouse, cloud hosting services and other like solutions desired.
- Demonstrated ability to develop and articulate initial solution concepts to both external and customers to translate from concepts into a solidified system solution for implementation and operations.
- Demonstrated ability to understand business needs and recommend the appropriate technology and process solutions to meet internal and external requirements including regulatory requirements.
- Demonstrated ability to facilitate and lead technical work groups involving multiple specialties in support of system solution development and implementation.
- Demonstrated knowledge of architecture frameworks, network analysis, complexity analysis and dynamic analysis.

## DATA ANALYST

A Data Analyst will be responsible for empowering users with data across the organization, providing a unique blend of clinical, technical, and analytical expertise. The data analyst will work within a team with multiple groups within the organization to improve clinical quality, improve patient safety and streamline operations. The team combines business knowledge with technology to empower decision makers and believes that analytics and data can improve outcomes, optimize processes, and reduce costs. The data analyst will be a creative problem solver who is excited about joining a collaborative team.

The data analyst will lead high-profile projects and will be a reliable expert in translating clinical and business requirements into meaningful analysis. The individual will need to build relationships with key stakeholders, be an expert in multiple data sources, and implement sustainable solutions. S/he should bring project management experience and share best practices with the team. The analyst must be comfortable with mentorship and leading team development and skill development efforts.

A successful candidate is articulate, analytical, and a team player who understands the power of data in clinical settings. S/he learns quickly, works independently, and is relentless in overcoming technical, process, and organizational obstacles.

[Listen](#) to our conversation with Niall Klyn, Data Scientist, Essentia Health as he discusses this role.

### Primary Responsibilities

- Guide clinical teams and business stakeholders on large scope projects: gathering requirements, developing metrics, retrieving data, and ensuring validity of results.
- Utilize advanced analytical and/or statistical ability to evaluate data, make judgments and recommendations regarding process and outcome improvement work, including resource utilization, physician practice patterns, and clinical pathway effectiveness.
- Propose and create innovative and appropriate data solutions (dashboards, reports, business intelligence tools, etc.) for the measurement of processes and outcomes.
- Advise on new data models, testing frameworks, and documentation practices.
- Demonstrate excellent presentation and communication skills to share findings in an understandable and actionable manner tailored to audience and customer's needs.
- Responsible for the coordination and completion of assigned projects, including project definition, assignment of task responsibilities, setting deadlines, and all other aspects of project management.
- Independently identifies and works to remediate project obstacles.
- Identify, define, and implement new data-driven strategies and processes for the organization.

- Communicate work plans, progress, findings, and interpretations effectively with a continual focus on educating and developing the analytic capability of business customers and the organization overall.
- Train and mentor team members.
- Develop a “trusted advisor” reputation through expertise in data.

## **Qualifications**

- Bachelor’s degree in science, technology, mathematics, public health, or related field required.
- One (1) year of experience in analytics / business intelligence required.
- Experience in at least one computer programming language or analytical programming language (R, Python, SAS, etc.).
- Experience with data visualization tools preferred (Tableau, Qlik, etc.).
- Experience with SQL.
- Knowledge of relational database structures.
- Understanding of data flows, conceptual knowledge of ETL.
- Experience in project management.

## DATA ANALYST – HEALTH PLAN

The Data Analyst is responsible for evaluating and creating data content for the Health Plan. This position will utilize SQL management and visualization tools to collect, mine and analyze data to create reports and data extracts.

The Data Analyst will perform data steward duties for supporting systems in the Health Plan. This position will focus on managing data content and the business logic behind all data transformation for reporting and data extracts. Which will include documenting all data points used in reporting and data extracts.

### **Primary Responsibilities**

- Assess actuarial tables to determine how the liability coverage should correspond with trends in the populace.
- Coordinate code changes with appropriate vendor related to health plan reporting and application issues.
- Collaborate with various teams to identify and infrastructure related issues that have resulted in reporting and application issues.
- Aggressively manage personal workload related to open issues and service requests to ensure agreed upon SLA's are met.
- Provide/coordinate resolution of issues while recommending procedures and controls for problem prevention, escalation, etc.
- Provide thorough documentation within call tracking database and knowledge database to document work around or resolution of frequent incidents to enhance quality of problem resolutions for future incidents.
- Develop reports and extracts as per specifications and requirements.
- Analyze business requirements and documents functional requirements.
- Guide and assist development team in deciding best approaches and practices.
- Provide support and maintenance of all Health Plan Reporting applications.
- Work with end user(s) to discuss on solutions, concerns, and suggestions.
- Provide effective customer service by being courteous, polite, and friendly at all times.
- Timely acknowledge customers to determine their need and help the customer resolve the issue or request.
- Participate in departmental programs that promote and deliver exceptional customer service.

### **Qualifications**

- Bachelor's degree or combined equivalent experience.
- Working knowledge in SSRS, SSIS, Crystal Reports, SAS, Teradata, SQL Server Databases, XML, XSLT, ASP .net and batch commands.

- Working knowledge of the Affordable Care Act/Health Insurance Exchange, Medicaid, Medicare, and Commercial Health Plans.
- Functional expertise in enrollment processing, claim processing, provider contracting and pricing, EDI (HIPAA Transactions) processing, and integration.
- Knowledge of EDI Healthcare Transactions (e.g., 820, 270, 271, 834, 837, 270, 271).
- Strong technical experience in SharePoint and Microsoft Office Suite.
- Knowledge of industry standard health data and code sets such as ICD-10, CPT/HCPCS, revenue codes, 5010, NCPDP eligibility/enrollment data model & structure, member/eligibility input & output Feeds.
- A total of three (3) years of experience in corporate systems environments required. Experience with a variety of information management applications, programming languages, and technologies preferred.
- Minimum of three (3) years' experience with writing and debugging complex SQL queries.

## DATA ARCHITECT

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.

[Listen](#) to our conversation with Nate Kressin, Architect-Technical, CPHIMS, Ascension Healthcare as he discusses this role.

### Primary Responsibilities

- Participate 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 lifecycle software application systems.

### Qualifications

- Bachelor's degree in information systems, computer science or equivalent required.
- Minimum seven (7) years related experience including demonstrated proficiency in at least one of the following;
  - Enterprise Data Architecture
  - Information Architecture
  - Data Modeling
  - Data Warehousing
  - RDBMs, preferably Oracle
  - Component-based architecture
  - Java and J2EE
  - High-end distributed systems
- Demonstrated strong process knowledge.



- Minimum of 3 years' experience in IT Project Leadership or Technical Lead for complex, high risk, high visibility IT projects.
- Demonstrated superior knowledge of industry standard business and technology best practices, tools, and methodologies.
- Understanding all aspects of the software lifecycle from specification through analysis and design, to testing and maintenance and product evaluation. Able to leverage Agile, waterfall, or hybrid project methodologies.
- Demonstrated ability to lead a cross-functional team in the application of new structured development process - concept, execution, implementation.
- Demonstrated expertise in requirements engineering, software architecture, software testing, and software deployment including understanding how the software interacts with the technical architecture.

## DATA GOVERNANCE ADVISOR/COORDINATOR

Broad responsibilities will include providing technical leadership and performing work in support of data governance activities. Areas of focus will include data usage rights, risk management, and standards, policies and procedures for ingestion, curation, sharing, and archiving. Works closely with the technical teams at headquarters and field-based counterparts to provide technical assistance on issues pertaining to data governance.

Specializes in overseeing the information flow, ensuring the integrity, efficiency, and availability of data. Establishes and operates data governance initiatives. In collaboration with data stakeholders and stewards, the advisor develops solutions to data issues and concerns, develops data governance strategies, and plans, and facilitates processes for their implementation and maintenance. The position acts as a subject matter expert regarding data governance processes and initiatives and provides high-level advice and counsel on these subjects. Works under minimal supervision, with considerable latitude for the use of initiative and independent judgment.

### **Primary Responsibilities**

- Establish and oversee a data governance implementation framework aligned to business goals. Responsible for the implementation and oversight of data management goals, standards, practices, processes, and technologies.
- Ensure high data quality and the protection of sensitive data through modifications to data policies and standards, principles, and processes. Design, implement and evaluate key performance measures for monitoring data governance activities within.
- Ensure adherence to the agency's data principles, values, policies, and guidelines.
- Develop ways to monitor stakeholders receiving data to ensure they are following data governance procedures. Design and implement a data governance structure that enables Master Data Management (MDM) to produce data that are understood, trusted, controlled and purposeful.
- Organize and streamline the processes with which data are collected, shared, utilized, protected, cleaned, stored, and shared. Engage with data stewards to understand business objectives, challenges, and areas of opportunity for data governance initiatives.
- Provide alignment between programs and information technology teams to identify gaps, synergies, and suggest process and communication improvements to sharing data.
- Analyze data workflow processes and identify issues, roadblocks, or areas for effectiveness or efficiency improvement.
- Develop recommendations to streamline, reduce costs, enhance effectiveness, improve workflows, or improve customer experience outcomes of data release processes.
- Develop an intake process to manage data governance initiatives.

- Work with data stewards to develop data quality standards. Develop and implement data standards, ensuring metadata is captured correctly, and create methods for monitoring and reporting any data incidents.
- Create and maintain common data dictionaries and methods that support data standards. Work with data stewards to define and establish data quality rules, definitions, and strategy consistent with organizational strategies and goals.
- Work with leadership to identify data domains, owners, and stewards to help and deliver appropriate governance training.
- Act as a subject matter expert regarding data governance processes and initiatives and provide high-level advice and counsel on these subjects to various leadership.
- Perform other duties as assigned including but not limited to, actively participating and/or serving in a supporting role to meet the agency's obligations for disaster response and/or recovery or Continuity of Operations (COOP) activation. Such participation may require an alternate shift pattern assignment and/or location.

## Qualifications

- Minimum of a Master's degree in computer science, public health, health informatics, other relevant discipline is required and 3 years of relevant experience or the equivalent combination of education and experience; or alternatively, must have a Bachelor's degree in relevant field and 5 years of relevant professional experience. Experience with data quality assessment and improvement.
- Experience with creating and implementing data governance processes and plans.
- Knowledge of project management and process improvement principles, methods, and techniques.
- Knowledge of industry leading data quality and data protection management practices.
- Knowledge of data architecture, business intelligence, and data analytics.
- Strong communication skills; written, verbal and listening.
- Strong planning, organizational and analytical skills.
- Excellent interpersonal and communications skills with the ability to cultivate professional and business partnerships.
- Ability to examine organizational infrastructures and make recommendations on improvements.
- Ability to break down complex problems and projects into manageable goals.
- Ability to be flexible and adapt to different stakeholder needs and organizational cultures.
- Ability to make sound business decisions using good business judgment and innovative and creative problem-solving.

## DATA MANAGER

The Data Manager will be responsible for empowering users with data across the institution, providing a unique blend of clinical, technical, and analytical expertise. Their team will work with multiple groups within the organization to improve clinical quality, patient safety, and streamline operations. The team combines business knowledge with technology to empower decision makers and believes that analytics and data can improve outcomes, optimize processes, and reduce costs. The team is comprised of creative problem solvers who are excited about joining a collaborative team with a big impact.

Lead and manage a data and analytics team to support quality and operational improvement initiatives. Lead the organization to become a data driven organization by overseeing methods of data capture, analysis, and effective visual display to inform and support decision-making. Identify new knowledge and opportunities for improvement utilizing national guidelines, measures and best practices and serve as a working manager to leverage the team and delegate responsibilities accordingly. This manager is an integral team member of the patient safety and quality program of the organization and requires broad knowledge of the field with demonstrated leadership skills and experience in the area of supervision. The individual will have excellent business acumen to help guide leaders in the creation and validation of KPIs to measure process and outcomes.

### **Primary Responsibilities**

- Act as the manager of the analyst team, to include:
  - Staff recruiting, coaching, professional development, and supervision.
  - Delegation of tasks and responsibilities.
  - Maintenance of the department budget.
  - Manage project timelines and status.
  - Make sure that work quality matches customer needs.
- Contribute to the analytics strategy and deployment:
  - Intake customer needs and prioritizes and allocates resources.
  - Report on project status.
  - Formulate analytics strategy and engage with committees and key organizational decision makers to ensure alignment with organizational strategy.
- Technical SME within the organization:
  - Point of contact for analytics.
  - Provide expertise in data management, data collection, data analysis, data visualization, data distribution, KPI and metric creation.
  - Evaluate new technology and opportunities to improve analytics utilization.
  - Participate in enterprise data governance.
- Maintain professional accountability to support quality and patient safety efforts and alignment with enterprise strategic priorities.
- Build and maintain partnerships within the organization.

- Support strategic enterprise initiatives.
- Collaborate with improvement project teams and other teams within the organization.

## **Qualifications**

- Bachelor's degree in health IT or related field.
- Master's degree in biostatistics, epidemiology, health services research, economics, or quantitative science preferred.
- Seven (7) years of experience in analytics / business intelligence.
- Five (5) years of project management, preferably portfolio management in data analytics, business intelligence, or statistical analysis.
- Experience in at least one computer programming language or analytical programming language (R, Python, SAS, etc.).
- Experience with data visualization tools preferred (Tableau, Qlik, etc.).
- Experience with SQL.
- Expertise in relational database structures.
- Expertise in data flows, conceptual knowledge of ETL.
- Demonstrated experience in project management.
- Demonstrated knowledge of scope, approach and execution for building and supporting an enterprise data warehouse.
- Demonstrated experience leading cross-functional teams that include internal employees as well as consultants and contractors.
- Experience in IT projects and those that implement new business or clinical processes as a result of new technologies is strongly desired.
- Must possess a highly consultative work style and specialized knowledge that can be translated to business strategy initiatives.
- Exceptional communication skills.

## DATA PRIVACY ANALYST

The Data Privacy Analyst will support the mission of the Privacy Compliance Program to effectively prevent and/or detect violations of law, regulations, or policies and standards of conduct and if detected, to quickly and effectively correct these violations. This position oversees all ongoing activities related to the development, implementation, maintenance of, and adherence to business unit privacy practices in conformance with company policies and procedures covering the privacy of, and access to, information.

### **Primary Responsibilities**

- Liaison for privacy in assigned business units.
- Responsible for ensuring adherence to applicable Federal and State privacy laws and related policies and procedures.
- Recommend information on privacy technologies to ensure adaptation and compliance.
- Represent the Information Privacy Program on various committees and workgroups.
- Conduct privacy investigations and case management.
- Provide regular and ad hoc training and awareness.
- Conduct monitoring and auditing activities for assigned business unit (s) and coordinate action to respond to identified risks and violations.
- Conduct role-based education and training of assigned business unit employees on privacy regulations and policies and procedures.
- Lead the incident response team to investigate and correct violations of privacy standards, confidentiality, or information security. Ensure remedial action, correct current problems, and take all available steps to prevent future problems.
- Apply investigative techniques and audits to validate privacy breach occurrences.
- Conduct risk assessments to determine breach notification responsibilities.
- Consult with patients and family members to obtain sensitive information and communicate investigative results while ensuring a successful customer experience and service recovery.
- Manage and document all privacy incidents utilizing case management solutions to ensure accurate documentation and reporting.
- Collaborate with other departments, such as legal counsel, human resources, IT, and HIM to maintain organization compliance with Federal and State laws regarding privacy, security, and protection of information resources.
- In cooperation with Human Resources, ensure compliance with privacy policies and consistent application of sanctions for failure to comply with privacy policies for all employees, extended workforce, and business associates.
- Provide rotating coverage for privacy office operations including triage of department voicemail, email, and investigation cases.

- Administer the Notice of Privacy Practices and privacy policies including: assisting customers with exercising privacy rights as listed in privacy policies and notices, monitoring of regulatory changes that mandate edits.
- Develop and manage necessary modifications to System-wide annual mandatory privacy and security education.
- Perform other privacy related projects or duties as assigned.

## Qualifications

- 3 or more years' experience in Privacy and/or Compliance or equivalent experience in Quality, Audit, Human Resources, HIM, Provider or Customer Relations or other related work.
- 3+ years of experience in related field (Privacy, Cybersecurity, Legal, Compliance, or another related field).
- Healthcare experience preferred.
- Working knowledge of privacy laws (i.e., HIPAA, HITECH, GLB, etc.), access and release of information.
- Proven ability to communicate professionally and effectively in written and oral format, along with the ability to think analytically and solve problems as required.
- Experience in investigative techniques and ability to investigate complex privacy issues.
- Must have the experience or the ability to work effectively in a large, geographically diverse organization.
- Understanding of key state and federal privacy laws in US and throughout (e.g., California Consumer Privacy Act (CCPA), FCRA, FACTA, GLBA, CalOPPA, TCPA, CAN-SPAM, CASL, HIPAA, HITECH, PIPEDA, EU General Data Protection Regulation (GDPR), Brazil LGPD, Cayman DPL, Bermuda PIPA, Cross-Border Data Transfers).
- Excellent verbal and written communication skills.
- CIPP or similar certification (e.g., CHPC, CHC, CIPP/US, CIPP/E, CIPM, CIPP/C).
- Global privacy experience (US, Canada, LATAM, EU-GDPR).
- Financial services experience preferred.

## DATA SECURITY ANALYST

The Data Security Analyst will support the mission of the cyber security program to represent the interests of IT and assigned business units in applying policies and procedures for securing of data and systems. The position provides consulting and regulatory compliance guidance on strategic and technical initiatives and is knowledgeable of information security best practices and regulatory and compliance requirements that impact security for the enterprise. The Data Security Analyst will work to assure security programs and technical controls are in compliance with policies, applicable laws and regulations.

### **Primary Responsibilities**

- Liaison for privacy in assigned business unit(s).
- Responsible for ensuring adherence to applicable Federal and State privacy laws and related policies and procedures.
- Recommend information privacy technologies to ensure adaptation and compliance.
- Represent the Information Privacy Program on various committees and workgroups.
- Conduct privacy investigations and case management.
- Provide regular and ad hoc training and awareness.
- Conduct monitoring and auditing activities for assigned business unit (s) and coordinate action to respond to identified risks and violations.
- Conduct role-based education and training of assigned business unit employees on privacy regulations and policies and procedures.
- Lead the incident response team to investigate and correct violations of privacy standards, confidentiality, or information security. Ensure remedial action, correct current problems, and take all available steps to prevent future problems.
- Apply investigative techniques and audit to validate privacy breach occurrences.
- Conduct risk assessments to determine breach notification responsibilities.
- Consult with patients and family members to obtain sensitive information and communicate investigative results while ensuring a successful customer experience and service recovery.
- Manage and document all privacy incidents utilizing case management solutions to ensure accurate documentation and reporting.
- Collaborate with other departments, such as legal counsel, human resources, IT, and HIM to maintain organization compliance with Federal and State laws regarding privacy, security, and protection of information resources.
- In cooperation with Human Resources, ensure compliance with privacy policies and consistent application of sanctions for failure to comply with privacy policies for all employees, extended workforce, and business associates.
- Provide rotating coverage for privacy office operations including triage of department voicemail, email, and investigation cases.



- Administer the Notice of Privacy Practices and privacy policies including: assisting customers with exercising privacy rights as listed in privacy policies and notices, monitoring of regulatory changes that mandate edits.
- Develop and manage necessary modifications to System-wide annual mandatory privacy and security education.
- Perform other privacy related projects or duties as assigned.

## Qualifications

- 3 or more years' experience in privacy and/or compliance or equivalent experience in quality, audit, human resources, health information management, provider or customer relations or other related work.
- 3+ years of experience in related field (privacy, cybersecurity, legal, compliance, or other related field)
- Healthcare experience preferred.
- Working knowledge of privacy laws (i.e., HIPAA, HITECH, GLB, etc.), access and release of information.
- Proven ability to communicate professionally and effectively in written and oral format, along with the ability to think analytically and solve problems as required.
- Experience in investigative techniques and ability to investigate complex privacy issues.
- Ability to work effectively in a large, geographically diverse organization.
- Understanding of key privacy laws in US and throughout Americas (e.g., California Consumer Privacy Act (CCPA), FCRA, FACTA, GLBA, CalOPPA, TCPA, CAN-SPAM, CASL, HIPAA, HITECH, PIPEDA, EU General Data Protection Regulation (GDPR), Brazil LGPD, Cayman DPL, Bermuda PIPA, Cross-Border Data Transfers), state privacy laws.
- Excellent verbal and written communication skills.
- CIPP or similar certification (e.g., CHPC, CHC, CIPP/US, CIPP/E, CIPM, CIPP/C).
- Global privacy experience (US, Canada, LATAM, EU-GDPR).
- Financial services experience preferred.

## DATABASE ADMINISTRATOR

A Database Administrator (DBA) will keep the database(s) up and running smoothly 24/7. The goal is to provide a seamless flow of information throughout the company, considering both backend data structure and frontend accessibility for end-users.

Responsibilities extend to data integrity and ensuring appropriate response to infrastructure alerts. The DBA interacts with analysts, vendors and information technology leadership. The health of the database environment relies on the expertise of the DBA.

### **Primary Responsibilities**

- Read, analyze, and interpret general business periodicals, professional journals, technical procedures, and governmental regulations.
- Provide maintenance of the vendor database management system.
- Test and convert new releases of the database management software.
- Perform analysis and design of site-specific database modifications.
- Responsible for the day-to-day technical administration of database applications.
- Diagnose, analyze, and troubleshoot technical problems.
- Ensure that state of the art management tools are in place to monitor database performance.
- Primary contact for issues related to database applications.
- Meet with technical personnel of departmental software vendors prior to system installations to evaluate the existing systems.
- Write reports, business correspondence and procedure manuals and to effectively present information and respond to questions from groups of managers, clients, customers, and the public.

### **Qualifications**

- Bachelor's degree in computer science, computer engineering, or related fields.
- 2+ year's professional experience, preferably in healthcare.
- Intermediate mathematical skills.
- Proficient with Microsoft Office, healthcare-related interface and microprogramming, report writers, and html or related applications.
- Demonstrated advanced knowledge of database structure and theory.
- Demonstrated experience with MySQL and MSSQL.
- Current SQL certification preferred.
- Proficient in Oracle, Windows NT, MS SQL Server, and other operating systems preferred.
- Working knowledge of client/server and Graphical Interface (GUI) concepts and tools, PC-based middleware tools, Relational Database Management systems, and

other software relative to large online and/or client/server transaction processing systems.

- Proficient at disaster avoidance and recovery.
- Understanding of regulatory requirements and industry best practices.
- Ability to work independently with minimal supervision and assistance.

## DATABASE DEVELOPER

A Database Developer is an information technology professional responsible for working on database technologies. The position requires you to design, create and maintain databases and guide the performance and tuning of databases for optimum performance, or otherwise developing submissions for a company's IT architecture.

### **Primary Responsibilities**

- Design database tables and structures.
- Create views, functions, and stored procedures.
- Write optimized queries, views, and triggers for integration with other applications.
- Create database triggers for use in automation.
- Maintain data quality and overseeing database security.
- Provide guidance to application and server teams for best practices.
- Provide advanced support and troubleshooting for databases.
- Maintain high standards of data quality and integrity.
- Understand issues related to network performance and security.

### **Qualifications**

- Bachelor's degree in software engineering, information technology or equivalent technical training.
- Microsoft Certified Systems Engineer: Data Management and Analytics or the Oracle Database PL/SQL Developer Certified Professional.
- 5 years of experience with key database and technology stacks, including:
  - Microsoft SQL.
  - Microsoft Visual Studio .NET, C#, C++.
  - Installing/configuring/supporting Windows Workstation/Server, Microsoft SQL Server.
  - Database design and ability to troubleshoot performance issues related to Server/Network or Database.
  - Oracle or other database technologies as defined by the role.
- Knowledgeable in reporting and business intelligence tools such as Microsoft SQL Server Reporting Services (SSRS) and SAP Crystal Reports.
- Familiarity with integration/interface technologies and tools.

## DESKTOP/FIELD SERVICES TECHNICIAN

The Desktop/Field Services Technician is responsible for providing direct support to end users of computers, printers, mobile devices, and related peripherals. The technician will test, diagnose, document, repair, and/or replace devices as necessary. The technician may also be assigned to provide technical support to organizational projects that require the relocation or deployment of computing resources.

### **Primary Responsibilities**

- Maintain, troubleshoot, and repair computer systems including printers and other peripherals.
- Provide direct user support on-site and in the field.
- Evaluate user business needs and recommend appropriate hardware solutions.
- Diagnose errors or technical problems and determine proper solutions.
- Provide routine system maintenance as required.
- Document all system updates and repairs.
- Function as part of project teams to provide system deployment, upgrades, or relocation as needed.

### **Qualifications**

- Associate degree in information systems or equivalent experience.
- Desktop Technology Certification.
- Demonstrates excellent customer service skills.
- Strong system diagnosis skills.
- Ability to perform routine component replacement on desktops, laptops, and printers.
- Basic understanding of network protocols.
- Experience with disk imaging software.
- Proficient with Microsoft Office.

## DIRECTOR OF CLINICAL INFORMATION SYSTEMS

The Director, Clinical Information Systems 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 will be responsible for providing leadership, direction and management of information systems that directly support clinical information system solutions. The Director manages the analysis, selection, design, implementation, and support of clinical information systems solutions to manage and improve clinical operations.

### **Primary Responsibilities**

- Plan, prioritize, summarize, direct, and supervise staff, users and vendors in clinical systems development and support functions with an emphasis on complete, accurate, compliant and secure systems.
- Provide functional and technical leadership for the implementation and support of software applications (internally or vendor developed), enhancements, and modifications.
- Prepare and recommend short- and long-term goals and objectives for the systems development and support functions and in support of the overall IS strategy.
- Provide insight and the appropriate level of reporting to various leaders and partners within the organization.
- Monitor system issues and performance and when necessary, escalate issues to the appropriate stakeholders and support incident and problem management efforts.
- Supervise and conduct special analyses, such as requirements analysis, system feasibility studies, systems selection, and process improvement projects.
- Ensure the development of functionally accurate, efficient, well-tested, and secure program code, utilities, and tools.
- Ensure 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.
- Ensure limitations and constraints (cost, time volumes, benefits, and risks) and controls (security, audit, operational) are considered, documented, and reported to the CIO.
- Develop capital and operating budgets and demonstrates fiscal leadership and responsibility in utilizing resources.
- Ensure the ongoing integration of information security with business strategies and requirements.
- Ensure that access control, disaster recovery, and business continuity needs of the organization are properly addressed.

- Develop, implement, and maintain client service plans and teams.
- Interface and partner with user departments to exchange information and ideas, review requests for service, and/or resolve problems meet customer needs.
- Initiate, recommend, and approve human resources actions including hiring, terminations, and disciplinary actions.
- Stay abreast of emerging risks, technologies, recalls and product safety concerns for devices and systems.
- Establish a knowledge base of issues and resolutions for common system and process issues.

## 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).
- 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.
- 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 collaborative solutions.
- Critical thinking, problem solving and negotiation skills.
- Solid experience in understanding clinical workflow.
- 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.

## DIRECTOR OF INFORMATICS

Director of Informatics is an executive role for those who are passionate about healthcare information technology and with proven field experience.

During the transition from a paper to paperless environment, this role emerged within healthcare facilities, and facilitated seamless access to information for stakeholders including healthcare providers, payers, clinicians and even patients.

The Director of Informatics is a seasoned professional who understands the necessity of state-of-the-art software and hardware technology to transition healthcare to a paperless environment. The Director of Informatics is responsible to champion and drive this change through a carefully selected team.

### **Primary Responsibilities**

- Promote the adoption of Information Technology Systems to executive leadership.
- Prepare the annual Health Informatics budget.
- Provide price guidance and create teams to prepare tenders for the purchase of systems.
- Engage with systems' vendors to discuss systems' requirements.
- Drive implementation of projects with program and project directors and managers.
- Provide clinical domain expertise and support in health care cost, quality, and safety measures, including AHA (American Hospital Association), NQF (National Quality Forum), AHQA (American Health Quality Association), and the Joint Commission (JC)
- Supervise a team of IT managers forecasting systems in the facility.
- Recruit new IT managers to oversee new systems.
- Identify key performance indicators (KPI).
- Create a strategy for optimal use of clinical data.
- Develop best practices to migrate from existing to new systems.
- Oversee training requirements needed for staff.

### **Qualifications**

- Licensed medical clinician - MD, DO, PA, NP, RN, or RPH with a valid license.
- Master's or doctoral degree in health informatics.
- Certified in management – MBA preferred.
- 10+ years' experience in the field.
- 5+ years' experience in management role.
- Strong background in health informatics systems.
- Presentation skills required.
- Understanding of clinical environment.
- Proven experience in working with IT vendors.



- Cognizant of legal landmines with regards to the Health Insurance Portability and Accountability Act (HIPAA), the Health Care Quality Improvement Act (HCQIA), vulnerability to Recovery Auditor Contracts (RAC) and avoidance of practices that could invoke fraud and abuse enforcement (billing for services that do not meet medical necessity criteria on over billing for services).
- Knowledge of IT systems security, cyber security, and interoperability standards (HL7, FHIR, CCOW, WADO, QIDO, Restful Services, etc.).
- Experience working with requirements of clinical staff.
- Experience with budget preparation.

## DIRECTOR OF REGISTRIES AND DATA SCIENCE

The Director of Registries and Data Science develops the data science vision and oversees its adoption among data science departments. The Director will develop and manage multispecialty partnerships, overall registry operations, relevant healthcare stakeholder relationships and vendor/platform oversight.

The Director will also have a demonstrated and successful experience leading a data science team through the implementation of new data science models, tools, and techniques that lead to improvement in business performance due to a continued culture of informed decision-making. S/He will also have extensive experience solving analytical issues through quantitative approaches and machine learning methods as well as vast experience using advanced statistical methods, data mining techniques, and information retrieval. S/He will show comfort analysing and manipulating large, complex, high-dimensional data from numerous sources.

### **Primary Responsibilities**

- Build strategy and manage new data tables that support data collection in the department, cross-channel data integration, data visualization, dashboards, predictive analytics, and data mining. Imbibe a data driven culture in the organization.
- Evaluate analytic and machine learning technologies used in the business and communicates the findings to key stakeholders through reports and presentations.
- Design and architect data processing pipelines for the department. Drive the collection of new data as well as the refinement of existing business data sources.
- Partner with senior business executives and key stakeholders in creating the data science roadmap tailored to constantly aid data governance across the business and improve the overall business performance.
- Partner with other non-technical departments to assist in understanding how data science can benefit and improve effectiveness and performance. Work closely with the IT department to facilitate easy and effective access to computing and data resources within the organization.
- Set the road map for building and standardization of data collection templates and storage to build registries and policies for privacy and confidentiality.
- Set the road map for policies and practices for data governance in the ecosystem to help departments review their performance and integrity.
- Train teams and departments to comply with registries maintenance and standards and help teams to understand and assess training needs.
- Provide thought leadership for emerging areas in healthcare where data science can play an important role addressing business challenges by data science and maintenance of registries.

## Qualifications

- Master's degree (PhD preferred) in statistics, machine learning, mathematics, computer science, economics, or any other related quantitative field. An equivalent of the same in working experience is also acceptable for the position.
- 10+ years of relevant patient registry and data science operations experience required; minimum five (5) years' management and executive leadership experience demonstrating successful multi-project management, business.
- Experience working with big data concepts, distributed computing tools such as Hadoop as well as experience working with big data technologies such as SQL, vast experience with statistical programming languages, e.g., R and Python.
- Experience in probability, statistics and machine learning theory including experience in clustering, decision trees, logistic regression, dimensionality reduction, random forests, and neural networks for classification, detection, prediction, and recommendations.
- Extensive experience working and collaborating with a variety of organizations in the areas of registry operations, performance measurement, quality improvement, data analysis and data applications.
- Demonstrated project management skills.
- Understanding of healthcare regulatory and technology environment.
- Experience in association governance and board/committee management required.
- Experience working with/convening multi-stakeholder groups to advance initiatives.
- Demonstrated communication skills, both verbal and written.
- Proven ability to lead and direct staff, collaborate with physician leadership, with vision to achieve short and long-term business goals.
- History of coordinating and collaborating with multiple constituencies (vendors, boards, other associations on partnered projects, internal departments, clients, physician leaders, learners, etc.).

## DOCUMENT INTEGRITY SPECIALIST

The Document Integrity Specialist performs a variety of tasks associated with the collecting, analyzing, and indexing of patient care documentation in the medical record. Application of knowledge includes the process to store, retrieve, review, analyze, and process health-related information in both paper format and electronic format. This person serves as a resource for all members of patient care teams to improve medical record documentation that allow for accurate medical record practices compliant with applicable Federal, State and Accreditation guidelines. The work done by the Document Integrity Specialist contributes to overall patient safety, revenue cycle management and continuous quality improvement initiatives.

### **Primary Responsibilities**

- Examine the record and verify patient identification.
- Examine a document and determine its proper placement within the paper or electronic record.
- Convert documents to text images and import images into current scanning application.
- Perform quality assurance audits on imaged documents to assure that information is indexed under the correct patient, under the prescribed indexing scheme, and image quality meets standards.
- Review records for completeness accuracy and compliance with regulations.
- Facilitates integrity in the overall quality, completeness and accuracy of medical record documentation.

### **Qualifications**

- High school diploma or equivalent required.
- Associate degree or higher in HIM, HIT, HCA or related healthcare field preferred.
- Education in HIM, HIT, HCA or related program may be substituted for years of experience.
- RHIT or CAHIMS credential preferred.
- CRIS credential a plus.
- One year to two years minimum of progressively responsible health care related experience required.
- Knowledge of standard medical terminology, basic human anatomy and medical record format, content and medical documentation order preferred.
- Knowledge of HIPAA and other state and Federal regulations a plus.

## HEALTH SYSTEM SALES EXECUTIVE

The Health System Sales Executive is responsible for the development and maintenance of a sales project pipeline with current/potential healthcare entities. It will be important for the Health System Sales Executive to obtain a working knowledge of clients' organizations including strategic plans along with business and clinical operations.

The Health System Sales Executive will develop and be responsible for the successful creation of a valid sales pipeline based on the company's offerings and potential buyers in the healthcare industry ecosystem. S/He will attain a deep working knowledge of the day-to-day expectations of the company as well as the strategic expectations of current/potential clients. It will be important that the Health Systems Sales Executive be well versed in relationship management, sales pipeline development, and closing expertise for key clients and identified targeted sales dates.

The Health System Sales Executive will translate the clients' 3–5-year strategic plans to the company's sales expectations, forecasts, and pipeline validations. S/He will work closely with upper management to align the sales plan with the potential of closing deals with clients by specific dates/quarters based on the needs of the organization.

### Primary Responsibilities

- Develop a deep working knowledge of the solutions to be sold into healthcare clients.
- Translate the capabilities of solutions to client's operational initiatives.
- Obtain and maintain a global understanding of the client's strategic plan for the next 3 to 5 years.
- Create a partnership with the internal teams supporting current/potential clients.
- Create a sales support plan that clearly delineates the steps to driving sales from identification to closure.
- Define the deliverables required to maintain the ongoing success of the client's activities,
- Align resources that support the sales team on a regular basis.
- Monitor the success of the various sales processes in play.
- Report out the status of sales initiatives to upper management and supporting sales team.

### Qualifications

- Bachelor's degree in business, healthcare, clinical, computer science, or related field.
- 3-5 years progressive experience supporting sales to at least one if not more clients on a regular basis.
- Demonstrated working knowledge of the healthcare industry.
- Deep understanding of relationship management including developing, nurturing, and strengthening partnerships with clients.
- Demonstrated excellence in communication skills, both verbal and written.

- Ability to develop and maintain a sales pipeline to successfully close potential deals.
- Demonstrated capabilities using commercially available office and customer relationship management applications.
- Demonstrated success at meeting deliverables and timelines.
- Proven history of developing successful partnerships across multiple levels of sales/vendor.

## INFORMATICS AND TRAINING ANALYST

The Informatics and Training Analyst will focus on the electronic health record (EHR) performance improvement initiatives through the development, implementation, and delivery of EHR training curricula. Candidates should have proven systems training experience as follows: needs assessment, course development, instructor-led training, self-paced/online training, blended learning methodologies, evaluation, and adult learning principles.

### **Primary Responsibilities**

- Deliver respective EHR module instructor-led sessions, utilizing facilitation techniques and integrating adult learning principles.
- Prepare for the delivery and preparation of instructional materials, setting up activities, and prepping space, including A/V set up and distance learning technologies (Microsoft Teams, Zoom, WebEx, Audio Conferencing, etc.).
- Pull class rosters and document attendance via the Learning Management System.
- Assess organizational and departmental gaps/learning needs; develop formalized training plans in response, utilizing appropriate delivery method(s).
- Design and create interactive, skills-based courses; develop activities using adult learning principles and integrating instructional design techniques, including facilitator/participant guides, job aids.
- Participate on project teams, committees, and EHR optimization workgroups, utilizing the departmental consulting model; establish rapport with operational partners as subject matter experts (SMEs) in the development of instructional materials/delivery strategies to support departmental and organizational initiatives.
- Ensure understanding of departmental workflows and incorporates them into training.
- Ensure that training content and materials reflect current processes, procedures, and guidelines. Update content and materials as necessary due to the program, process, systems, or delivery changes.
- Develop and assist with testing EHR lesson plans and training environment.

### **Qualifications**

- Completion of a bachelor's degree program.
- Complete and maintain the respective EHR module assessment, credentialing, and/or certification within six months of hire.
- 3+ years' experience involving academic, instructional, or training techniques to acquire skills necessary to plan, instruct, and coordinate training and educational programs.
- Healthcare experience required.
- Experience with an electronic health record preferred.
- Strong analytical/critical thinking, innovative problem solving, leadership, consultation, and organizational skills required.

- Excellent interpersonal skills and ability to work across multiple teams.
- Excellent verbal and written communication skills.
- Ability to prioritize multiple competing priorities during high-stress situations.
- Knowledge and application of instructional design and adult learning principles.
- Basic knowledge, understanding, and operation of Learning Management System tools, blended learning models, and online learning technologies (E-Learning, WebEx, etc.).
- Ability to navigate and troubleshoot A/V systems.



## INFORMATION SECURITY MANAGER

The Information Security Manager works closely with the Information Security Officer on the development, documentation, implementation, and monitoring of policies, procedures, and practices that ensure the confidentiality, integrity, and availability of company data and assets.

Leads tactical improvements by designing and building short- and long-term enterprise plans and standards to ensure services meet current and future requirements. The position is responsible for participating in the planning and managing of budgets, project prioritization, strategy, execution, policies, procedures, and guiding practices.

### **Primary Responsibilities**

- Assess the organization's security measures, such as firewalls, anti-virus software and passwords, to identify any weak points that might make information systems vulnerable to attack.
- Perform security risk assessments and may carry out simulated attacks to test the efficiency of security measures.
- Prioritize security coverage to ensure that strategically important data, such as commercial information or personal data, receives the highest levels of protection.
- Develop policies that encourage secure working and protect data.
- Provide training for employees, explaining security risks and demonstrating good practices, such as using strong passwords and protecting data when they use mobile devices outside the office.
- Set up procedures and automated processes to monitor the status of computers and networks.
- Analyze reports generated by the monitoring system to identify trends that might indicate a future risk.
- Must stay abreast of emerging and changing security standards, regulations, and requirements.
- Provide consultation/assessment of security risks for all new applications perform technical security assessments.

### **Qualifications**

- Bachelor's degree in information systems, computer science or equivalent required.
- Six (6) years relevant experience, including two (2) years of leadership experience as an Information Security professional. Healthcare experience preferred.
- CISM/CISSP or equivalent certification required.
- Experience in investigative techniques and ability to investigate complex security issues.
- Self-motivated and able to work independently with objectivity and good judgment.

- Well-developed people skills, including approachability, social and communicative ability, and the ability to earn the trust and confidence of others.
- Excellent customer service and interpersonal skills demonstrated both over the phone and face-to-face to communicate technical information in non-technical terms is preferred. Consensus building and collaborative interpersonal skills is preferred.
- Can conform to shifting priorities, demands and timelines through analytical and problem-solving capabilities.
- Experience with federal and state information security standards, regulations, and requirements (e.g., HIPAA, state laws).
- Working knowledge of IT systems and functions, process development, mobile device management, change management, and software review processes.
- Knowledge of information security best practices, NIST, PCI, ISO standards, and common risk frameworks.
- Demonstrated experience in the development and management of a comprehensive information security program that balances risk and the needs and goals of the business.
- A service-focused team player who has the ability to lead and mentor team members is preferred.
- Ability to work under pressure, establish priorities and respond with urgency is preferred.

## INTEGRATION ANALYST

An Integration Analyst is tasked with planning, coordinating, and managing the assimilation of new software applications and programs into an organization's existing Health Information Technology environment. The analyst typically supports each department by determining its systemic needs, recommending changes, implementing new software solutions, and instructing users about the interface.

Responsible for reviewing the process infrastructure and operating systems of the company as well as recommending options for developing process efficiency for assimilating data availability. The position serves as an advisor to Department Heads regarding the optimization of operational workflows via integration techniques. Responsible for providing guidance on workflow improvements, conducting design training sessions, coordinating data analysis, and defining functional requirements. The analyst also monitors system efficiency, updates current software to correct errors and supports software system installation.

### **Primary Responsibilities**

- Research new software packages and make system upgrade recommendations based on the organization's strategic goals.
- Supervise the implementation process for outside software while also designing, coding, and maintaining applications developed in-house.
- Offer assistance to employees on how to properly use all systems, including writing training materials and conducting seminars.
- Other duties range from maintaining internal websites and databases to account billing and communicating customization requests to vendors.
- Conduct procedure development, system maintenance and make improvements through scripting and automation.
- Make client environment modifications within client's system constraints.
- Resolve and troubleshoot system issues in the client environment.
- Prepare proposal requests such as bid specifications, benchmark studies, cost projections and solution development.
- Participate in analysis and design of business processes, training development, and deployment planning.
- Present and evaluate end user capabilities and assemble data to conduct competitive analysis.
- Interact with end user team members to complete project activities and deliverables.
- Conduct complex studies on automation techniques in interfacing functional areas.
- Develop, test, and install systems, conduct associated updates, and install software, cabling, hardware, and maintenance.
- Ensure the configuration, audit and inventory of hardware/software is confirmed.
- Support the assigned duties related to logistics and acquisition automated information system applications.

- Collect integration matrix according to measurement collection and project management plan.

## **Qualifications**

- Bachelor's degree in computer science, engineering, database administration or a related field.
- Effectively communicate complex concepts with vendors, customers, co-workers, and management, both verbally and in writing.
- Must balance a self-motivated, independent work ethic with the desire to train and assist others.
- Ability to organize, prioritize, and manage a variety of tasks and activities in a timely and effective manner.
- Strong analytical and problem-solving skills.
- Ability to verify and solve software shortcomings in addition to effective time management aptitude and communication skills.
- Critical thinking, decision-making, and problem-solving skills as well as the ability to provide recommendations.
- Proficient in Microsoft Office.

## IT AUDITOR AND RISK ANALYST

The IT Auditor and Risk Analyst, functions as a highly skilled internal control consultant responsible for conducting IT risk assessments and audits, providing risk, audit education, and consulting services to mitigate risk and assess the control environment of each auditable unit.

The position conducts IT, regulatory, mandate and legal audits and requires technical and operational knowledge of information security best practices, as well as, legal and regulatory compliance requirements that impact security or risk for the enterprise. This role has no direct reports. This position will work in a collaborative effort with various organizations including Information Technology.

### **Primary Responsibilities**

- Conduct internal audits and reviews on behalf of the corporation to identify issues and risks, document established controls to mitigate risk and assess the control environment of each auditable unit.
- Support and coordinate audit efforts to ensure successful and timely completion of assignments.
- Communicate issues, audit results and recommendations effectively and appropriately to Operating, IT and Executive Management.
- Facilitate project risk assessments and lessons learned sessions.
- Participate in divisional or departmental infrastructure projects as assigned.
- Maintain working knowledge of information technology pre-production (e.g., system development life cycle, change control, operating systems, applications and security) and post- production (e.g., operating systems, applications, security and data center operations) controls.
- Conduct effective and efficient IT and project audit work.
- Provide recommendations to improve the control environment.
- Effectively apply audit methodologies, policies, and procedures applicable to the organization.
- Suggest improvements to audit methodologies, policies, and procedures.
- Prepare complete and accurate audit work papers in a timely manner.

### **Qualifications**

- Bachelor's degree in business administration, information systems, information assurance or closely related field required.
- Minimum five (5) years related experience, which includes three (3) years of IT or technology related auditing experience.
- Ability to develop, maintain and report against a work plan, as work progresses.
- CRCMP, CIA, CRISC, CISA, CCSA required within two-years.

- Familiarity with national security standards, business continuity, disaster recovery, auditing, risk management, vulnerability assessments, regulatory compliance, and incident management.
- Strong understanding of project management and information technology background.
- Good analytical, organizational, verbal and written communication skills.
- Ability to solve problems in a dynamic team environment and handle multiple assignments in a timely manner.
- Strong conflict management skills.
- Strong communication, negotiation, and networking skills.

## IT BUSINESS RELATIONSHIP MANAGER

The IT Business Relationship Manager (BRM) evolves culture, builds partnerships, and drives value to satisfy and elevate organizational purpose. The BRM accomplishes this by partnering with leaders both inside and outside the organization to collaborate and ensure meaningful results are achieved from strategic initiatives. The BRM is also responsible to optimize organizational factors, such as brand, technology, and innovation to amplify a fit-for-purpose impact. Additionally, the BRM proactively senses and anticipates changes affecting strategy in the environmental landscape, including organizational improvements, technological advancements, and evolving organization needs. Overall, the BRM is responsible for driving and ensuring results across the organization are based on the triple bottom line of people, purpose, and planet.

Ideal candidates for this role are innately self-actualized, relationship-centered, playful, fearless, and purposeful.

### **Primary Responsibilities**

- Champion a culture of shared ownership, continuous improvement, and constant organizational evolution.
- Create and coach organization leaders to articulate their vision and requirements to drive the organizational value, e.g., people, purpose, and planet.
- Own the strategic relationship between the BRM function and partners to stimulate, surface, educate, and shape demand.
- Establish value management as a strategic organizational capability.
- Partner with leadership to identify opportunities to evaluate, sequence, and shape initiatives for strategic value.
- Innovate using knowledge and awareness of industry trends to identify new opportunities.
- Monitor and evaluate initiative efforts and progress to ensure expectations align with strategic plans and value creation objectives that provide results and add value.
- Develop best-practices for business relationship management.
- Advocate as a champion of change for strategic plans.
- Facilitate goal setting by communicating a shared purpose rooted in value, beliefs, and behaviors.
- Align and validate initiatives to the organization's strategy and purpose to support desired results.
- Strategize with partners to develop future roadmaps and the exploration of new opportunities; converging organization-wide strategic direction into one set of objectives.
- Assess and articulate risk tolerances, including identifying gaps requiring improvements.

## Qualifications

- Bachelor's degree in computer science, business, or related field.
- Master's degree in computer science, business, or related field preferred.
- Business Relationship Management Professional (BRMP®).
- Certified Business Relationship Manager (CBRM®) with certificates of experience preferred.
- 10+ years of relevant functional experience.
- 5+ years change management experience or championing organizational change, e.g., leading initiatives, products, services, or interactions.
- Effective communication skills in writing, speaking, and presenting.
- Ability to listen, build rapport, and develop credibility as a strategic partner.
- Expert in relationship building and team collaboration.
- Skilled and experienced at conflict negotiation and problem-solving.
- Innate ability to identify the root cause of issues or problems.
- Capable of setting expectations with partners and achieving alignment and agreement.



## NURSE INFORMATICIST

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

[Listen](#) to our conversation with Nikki Manuel MSN, RN-BC, Informatics Nurse Specialist, Lafayette General Health as she discusses this role.

### Primary Responsibilities

- 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.

### 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 daily, 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 National and Institutional Privacy Policies in development of systems.

### ***System Selection, Implementation, and Adoption***

- Identify potential champions for clinical technology, and actively mentor them as future technology leaders.
- Participate in efforts to select systems which meet departmental needs in adherence with the guidelines aligned with the IT Strategy.
- Manage and/or participate in system implementation projects per the Project Management Methodology utilized by the organization.
- 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 National Data Privacy Laws and security policies of the organization.

## 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.

## Qualifications

- Current licensure as RN in the state or country of practice, BSN preferred.
- BLS certification.
- Minimum 3 years of clinical experience.
- Knowledge and experience with systems development life cycle related projects.
- Knowledge of at least one programming language (or as identified by the organization).
- Strong computer skills. Proficient with Windows applications.
- Excellent organizational, presentation, communication, 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, analyze, and present 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.

## PHYSICIAN INFORMATICIST

The Physician Informaticist is a liaison between various information technology (IT) teams including the electronic health record (EHR), clinical applications/systems, and clinical analytics team, as well as with organizational end-users. Their primary focus is to develop electronic health record (EHR) and analytics solutions to support the quadruple aim of better clinical outcomes, improved patient experience, greater cost-effectiveness, and improved clinician satisfaction. The Physician Informaticist is expected to drive the implementation and adoption of fully integrated EHR tools visibly and continuously throughout the organizational user-community. The incumbent is also expected to establish a sense of community ownership of EHR workflows and content for assigned specialties and contribute to the evolution of the organization's technology roadmap in support of its overall strategy.

### **Primary Responsibilities**

- Serve as the informatics liaison for assigned specialties to ensure coherent implementation of workflow changes and training efforts.
- Lead design sessions with user representatives to include understanding of the problem, identifying solutions options, and determining the best solution recommendation.
- Collaborate on project teams throughout the system life cycle.
- Analyze EHR and clinical applications, new features, and designs plans for implementation into relevant workflows.
- Collaborate with informatics educators on the training needs for providers related to orientation, system optimizations, and system upgrades.
- Implement communication and change management plans to keep stakeholders, users, and leadership informed/supportive of key projects, optimization efforts, and upgrades.
- Serve as a liaison for relevant leaders in the assigned specialties to ensure emerging technology needs are understood and communicated to the appropriate teams within the IT organization.
- Serve on relevant organizational committees or workgroups to ensure effective use of technology to support the organization's overall strategic goals and mission.
- Attend relevant IT governance meetings as the physician informaticist representative.
- Provide oral and written presentations to project teams, users, and management.

### **Qualifications**

- Doctorate in medicine or doctorate in osteopathy from an accredited medical or osteopathy school.
- License to practice medicine by the state medical board (MD or DO).
- Completion of EHR physician informaticist training and/or certification.

- Advanced degree in health informatics related field preferred.
- Board certification in clinical informatics or equivalent preferred.
- Completion of clinical informatics fellowship preferred.
- 5+ years of relevant clinical experience.
- Ability to independently seek out resources and solve complex problems.
- Ability to translate business or clinical processes into requirements for a technical solution.
- Ability to organize multiple work streams, prioritize work efforts, and remain focused.
- Ability to use and learn new software programs.
- Ability to assist users of all levels in best use of information systems.

## POPULATION HEALTH ANALYST

The Population Health Analyst works with the health data science team to extract, analyze, and present insights from clinical and operational data. A strong analytical background and an interest in population health initiatives as well as experience sharing data results with various audiences. Manages clinical data and support for clinical analysis functions. Acquires, manages, analyses, interprets, and transforms data into accurate, consistent, and timely information. Responsible for creating actionable information based on clinical and financial performance measurements to support the deployment of care management programs. Guides analyses and decision making around continuous quality improvement activities.

Develops and systematizes a multi-dimensional measurement framework including quality, financials, contract performance criteria, healthcare spend, medical loss ratio and utilization for population health management. Leads, analyses, and provides actionable insights on total medical costs, network performance, network leakage and population health risk economics. Responsible for building health plan analytics focusing on health plan analytics that measure and improve enterprise financial performance. Manages the production and analysis of medical cost information to create summaries/output that are meaningful and actionable.

### **Primary Responsibilities**

- Develop analytics to clearly identify drivers of clinical care gaps, trend performance, and benchmark achievement. Interprets analytical findings by formulating recommendations for clinical, financial, and operational processes.
- Engage with end users (clinical or business leaders) to understand the question being asked and determine the right methodology and assumptions. Design metrics and criteria to meet the end users' needs through the collection and interpretation of data. Create executive level summaries that depict performance and improvement opportunities in value-based and clinically integrated programs.
- Translate complex analysis into simple visualizations that can communicate key takeaways to leaders and stakeholders.
- Create reports and dashboards that effectively communicate performance to operational and clinical leaders and stakeholders.
- Extrapolate and interpret data, perform statistical analysis, forecasting and trending and produces reports, including the development of professional-level graphs and charts. Provide scheduled and on-demand reports to key stakeholders and serve as intermediary between Data Science team and senior management.
- Analyze EMR/EHR, payer, and other healthcare data to support continuous quality improvement initiatives, program evaluation, and strategic planning.
- Lead analyses from claims and clinical data looking to derive insights into cost and utilization reduction opportunities and/or quality improvement. Proactive data mining and identification of patterns/trends.

- Coordinate development of analytic datasets, data cleaning, data validation, and data reporting.
- Develop and implement an appropriate quality acceptance testing and validation strategy to ensure completeness and accuracy of data prior to user acceptance testing and migration of solution into the production environment.
- Deliver impeccable communication to internal and external stakeholders regarding the development status of work requests. Require the timely and astute evaluation and anticipation of risks to the fulfillment of requests.

## Qualifications

- Bachelor's degree required, Master's degree preferred in healthcare informatics, computer science, nursing, health information management, or related field.
- Registered Health Information Administrator (RHIA); Certified Health Data Analyst (CHDA); Certified Professional Healthcare Quality (CPHQ) preferred.
- 3-5 years' population health experience in a healthcare related setting.
- Demonstrated project management skills.
- Strong hands-on working knowledge of statistical and business analysis software (e.g., MS SQL Server/Oracle, SAS, R, Excel, PowerPoint, Tableau, Business Objects) for processing, analyzing, and presenting data. Foundational understanding of relational and dimensional data models.
- Strong quantitative, statistical and/or data analysis skills. Excellent analytical, problem-solving ability.
- Excellent written and oral communication skills in a technical or healthcare environment, with proven ability to describe technical solutions to non-technical audiences. Skilled in requirements gathering, gap analysis, data analysis, and generating technical specifications.
- Knowledge of data sourcing, data mapping and managing metadata strongly preferred.
- Ability to handle a variety of projects and tasks simultaneously and prioritize competing deadlines.
- Proven ability to translate business questions and requirements into data and information deliverables using relevant business intelligence tools.
- Proficient in tools relevant to develop the right solution to meet customer data needs. Tools include but are not limited to: SQL, Business Objects Crystal, Tableau, and MS SQL Server Reporting Services.
- Experience in interactive analysis for multi-dimensional views of data.
- Highly proficient in Microsoft Excel to analyze data and report results using pivot tables, charts, and graphs.
- Maintains knowledge of industry standards for metrics and analyses in a value-based payment healthcare environment.

## PRIVACY SPECIALIST

The Privacy Specialist will support the mission of the organization's Privacy Compliance Program to effectively prevent and/or detect violations of HIPAA, HITECH and other Federal and State laws, regulations and organization policies, procedures, and standards of conduct. In addition, the Privacy Specialist serves as an autonomous member of the information privacy team providing services to their assigned business units in the form of education, training, investigations, investigative interviews, breach response and reporting and service recovery. This position requires professional discretion due to the highly sensitive nature of work performed.

### **Primary Responsibilities**

- Liaison for privacy in assigned business unit(s).
- Responsible for ensuring adherence to applicable privacy laws and related organization policies and procedures for assigned business units.
- Recommend information privacy technologies to ensure adaptation and compliance.
- Participate in activities and in a consultative nature related to assessing risk and developing and implementing appropriate policy and compliance monitoring activities.
- Conduct monitoring and auditing activities for assigned business unit(s) and coordinates action to respond to identified risks and violations.
- Conduct role-based education and training of assigned business unit employees on privacy regulations and organization policies and procedures.
- Lead the incident response team to investigate and correct violations of privacy standards, confidentiality, or information security. Ensure remedial action, correct current problems, and take all available steps to prevent future problems.
- Apply investigative techniques and audits to validate privacy breach occurrences.
- Conduct risk assessments to determine breach notification responsibilities to patients and the Office for Civil Rights.
- Consult with patients and family members to obtain sensitive information and communicate investigative results while ensuring a successful customer experience and service recovery.
- Manage and document all privacy incidents utilizing the system-wide case management solution to ensure accurate documentation and reporting.
- Collaborate with other departments, such as legal counsel, human resources, IT, and HIM to maintain organization compliance with Federal and State laws regarding privacy, security, and protection of information resources.
- In cooperation with Human Resources, ensure compliance with privacy policies and consistent application of sanctions for failure to comply with privacy policies for all employees, extended workforce, and business associates.
- Administer the Notice of Privacy Practices Administration including system-wide compliance of proper display of notice in facilities, assisting patients with exercising privacy rights as listed in notice, monitoring of regulatory changes that mandate edits.



## Qualifications

- Bachelor's degree in business, healthcare administration, or similar discipline or major.
- 3 or more years' experience in privacy and/or compliance or equivalent experience in quality, audit, human resources, HIM, provider or customer relations or other related work.
- Healthcare experience preferred.
- Working knowledge of privacy laws (i.e., HIPAA, HITECH, GLB, etc.), access and release of information.
- CHC, CRCMP or CHPC certification preferred but not required.
- Proven ability to communicate professionally and effectively in written and oral format, along with the ability to think analytically and solve problems as required.
- Experience in investigative techniques and ability to investigate complex privacy issues.
- Must have the experience or the ability to work effectively in a large, geographically diverse system.
- Self-motivated and able to work independently.
- Objective with good judgment.
- Well-developed people skills, including approachability, social and communicative ability, and the ability to earn the trust and confidence of others.
- Effective analytical and investigative skills.
- Well-developed writing, organizational, facilitating, presentation and personal computer skills.
- Ability to manage complex projects, coordinating the multitasking of self and numerous individuals who do not have a reporting relationship to you.
- Effective team management skills: consensus building; conflict resolving and meeting managing.
- Strong interpersonal skills and ability to deal effectively with diverse personalities and skill sets.

## PROCESS ENGINEER/PROCESS IMPROVEMENT SPECIALIST

The Process Engineer possesses an intermediate level skill set and knowledge in the science and methods of Process/Quality improvement. Promotes organizational transformation by advising on the planning and execution of improvement efforts throughout the organization, by applying a standard framework for managing improvement projects and by acting as a consultant on improvement science and data driven decision-making. The Process Engineer is capable of assisting less experienced team members.

### **Primary Responsibilities**

- Promote organizational transformation by advising on the planning and execution of improvement efforts throughout the organization.
- Apply the Enterprise Improvement Framework for managing improvement projects.
- Exhibit an understanding of different types of organizational problems and can identify and apply appropriate tools.
- Assist clinicians, clinical leaders, and administrators to manage and understand improvement measures, performance dashboards and score cards and to use data analysis to drive fact-based decision-making.
- Develop communications strategies to support change.
- Effectively build and facilitate improvement teams with clearly defined roles and responsibilities.
- Participate in formal and just-in-time training on the Enterprise Improvement Framework and tools to clinicians, clinical leaders, and administrators.
- Demonstrate understanding of adult learning principles.
- Provide coaching and consultation on the use of a standardized approach to improvement work.
- Support regulatory and accreditation activities, including participation in Joint Commission and Department of Health surveys and accreditation readiness.
- Work with leaders and staff to integrate Safety Behaviors for Error Prevention into one's work.
- Act as an organizational patient safety champion, and supports patient safety concepts, methods, and high reliability principles.

### **Qualifications**

- BA/BS degree, Master's degree preferred.
- Certificate in quality management or patient safety strongly recommended. (CPHQ, CQM, ASQ certification, Six Sigma, Lean Certification).
- Minimum of 5 years of professional experience; 3 years in a role where there is active use of quality concepts, tools, and methods with a focus on healthcare.
- Exposure to data analysis to drive fact-based decisions.

- Experience facilitating teams that cross multiple departments and functions.
- Demonstrated ability to achievement expected outcomes.
- History of working effectively in situations where there is a need to demonstrate leadership skills to achieve the expected results.
- Project management experience (CAPM or PMP certification preferred).
- Proficient with Microsoft Office.
- Familiarity with Statistical Process Control.
- Knowledge of organizational dynamics, change theory, reliability and safety science, improvement methods and tools, measurement, and statistical process control.
- Ability to work independently and take initiative when necessary.
- Strong interpersonal, verbal, and written communications skills
- Demonstrates strong ability to prioritize work, excellent organizational skills, and initiative to improve processes.
- Change agent demeanor. Must be a flexible thinker, with an ability to quickly adapt to a changing environment.

## PRODUCT MANAGER

The Product Manager oversees the product lifecycle of one or multiple offerings or capabilities as provided by the direction of the portfolio manager or Program Management Office (PMO) for the organization. Within a health care information technology organization, the product manager is responsible for one or multiple solutions that comprise the components of information systems, which can be used to collect, manage, and distribute data to customers, providers, suppliers, or business associates.

The Product Manager is a mid-level manager who generally works independently and will require little supervision in the day-to-day execution of their duties. In a typical PMO configured organization, the product manager will provide recurring update briefings to PMO leadership and escalate issues and opportunities to leadership for resolution and support.

### **Primary Responsibilities**

- Manage multi-year lifecycle budget.
- Staff or contract resourcing to sustain and maintain the product line.
- Collect requirements for product updates and modifications.
- Conduct customer outreach and stakeholder management.
- Provide long range planning to include product sunseting or decommissioning.
- Manage risk register and develop mitigation strategies.
- Communicate to leadership via regular in-progress reviews or ad hoc product briefs.
- Identify opportunities for efficiencies and cost savings.
- Meet with marketing team to review marketing strategy and product uptake.
- Conduct analysis of product utilization and adoption rates.
- Seek opportunities to develop additional product refinements in alignment with organizational strategy.
- Develop secondary product offerings that leverage currently managed products.

### **Qualifications**

- Bachelor's degree in a business or business-related field.
- 5+ years of managerial experience in product support, project management, and or service management.
- Broad knowledge and experience on programmatic management of projects or products.
- Ability to communicate effectively in writing or via oral presentation in person or via remote technologies.
- In depth business analysis skills on requirements gathering.
- Broad experience in assessing risks and developing mitigation strategies.
- Skilled at developing a budget and planning for a multi-year product line execution.

- Comprehensive knowledge and experience in initiating, planning, executing, monitoring, and controlling, and closing/decommissioning.
- General understanding of design thinking and systems design.

## PROGRAM/PROJECT MANAGER

The Program/Project Manager is responsible for the IT programs/projects, with overall responsibility for the direction, scope, cost, schedule, quality, and success of the projects. This includes managing the project plan, budget, issues management list, work breakdown structure, and other project management tools. This position will coordinate all project activities: software and hardware implementation training, and optimization, business and IT related tasks, internal communications process improvement, and develop a plan for sustaining support.

[Listen](#) to our conversation with Caroline Saavedra, PMP, Senior Project Manager, Moffitt Cancer Center as she discusses this role.

### Primary Responsibilities

- Work with the leadership and other stakeholders to establish the strategic direction of the organization's information systems to ensure goals are achieved.
- Assist project sponsors in establishing project goals, metrics, and baselines. Facilitate collaboration and decision making between sponsors and departments.
- Develop detailed implementation plans including finalization of project team structure, task list, task inter-dependencies, timetable, and budget.
- Define, identify, secure, and coordinate internal and external resources and expertise, as appropriate, for the program/project implementation.
- Manage programs/projects within schedule and budget constraints according to specifications and ensure business objectives are met.
- Manage stakeholder expectations to ensure alignment with organizational goals and objectives.
- Develop and manage project budgets and perform periodic cost and productivity analyses.
- Lead and direct work assignments of internal and external resources to ensure support efforts are accomplished successfully.
- Initiate and facilitate change management through established communication methods.
- Oversee development of integrated testing, validation, development of training materials, and the conduct of the training.
- Identify, monitor, and develop strategies for mitigation.
- Act as single point of contact or escalation for customers and facilitating contact with the correct resources.
- Develop and assist with communications to the organization and customers regarding the program/project initiatives, status, and progress.

## Qualifications

- Bachelor's degree in business administration and/or information systems with course work in computer science or equivalent.
- Master's degree preferred.
- PMP (Project Management Professional) certification or equivalent.
- Agile or SCRUM certification a plus.
- At least 5 - 10 years progressive leadership and management experience including project experience in an IT environment or in business environment with major project management/system implementation role. Applicable system expertise a plus.
- Demonstrate knowledge of project management principles, practices, and software development life cycle.
- Prove experience in successful completion of major healthcare systems implementations.
- Demonstrate ability to promote and maintain good interpersonal relationships, and a proficiency in team building, conflict resolution, and group interaction.
- Prove ability to manage large diverse groups of individuals and work effectively with all staff and executive leadership.
- Demonstrate experience with evaluating new customer needs and documenting the business case and technical requirements.
- Demonstrate ability to prioritize and multi-task.
- Demonstrate effective problem-solving, analytical, and time management skills.
- Proficient with Microsoft Office.

## PROJECT MANAGEMENT OFFICER

The Project Management Officer is the IT leader responsible for defining and directing the technology project management process. The Project Management Officer leads a team of project managers and oversees the technology project portfolio for the organization.

### **Primary Responsibilities**

- Create and maintain best practices, and the use appropriate project management processes and tools, ensuring application to the organization's technology projects.
- Ensure optimum allocation of financial, and other, resources to projects in the portfolio.
- Set and monitor productivity and quality targets for all projects.
- Maintain a project portfolio of active, completed, and planned projects.
- Facilitate leadership, functional, and cross-functional teams through the project lifecycle from project prioritization through Initiation and completion.
- Build consensus and ownership for strategic direction, program implementation, and project alignment through influence and negotiation.
- Provide direct support, training, consultation and coaching to stakeholders across the organization as needed.
- Lead, coach, and guide the project management team.
- Communicate effectively with senior management, process owners, stakeholders, and other audiences.
- Facilitate periodic status meetings, review open issues, and project risks associated with the portfolio of active projects.
- Monitor and analyze project metrics and results and apply learnings to future projects to propose operational improvements and cost savings.

### **Qualifications**

- Bachelor's degree in computer science, management, or related field.
- Master's degree preferred.
- Project Management Professional (PMP) certification.
- Minimum 5 years project management experience, including at least 2 years direct management experience, demonstrated experience managing multiple and/or complex projects.
- Healthcare IT project experience preferred.
- Excellent written and communication skills.



## QUALITY ANALYST

The Quality Analyst is responsible for collecting, clinically analyzing, and maintaining data regarding quality of care and health outcomes per regulatory requirements. Maintains and retrieves data from specified databases. Prepares and presents reports and information useful in providing clinical and administrative direction as part of performance improvement efforts. May participate in special projects as needed by leadership. May report to the Chief Information Officer, Chief Quality Officer, or Chief Nursing Officer.

### **Primary Responsibilities**

- Responsible for timely/accurate collecting, submitting, and reporting process and outcome data on patient populations as determined by hospital and departmental leadership. Some of which may include mandated clinical projects by CMS, The Joint Commission, other regulatory agencies, and hospital projects.
- Organize clinical data and has the ability to interpret results to physicians, allied health practitioners, administration, nursing and others as necessary.
- Participate in hospital and community performance improvement committees.
- Abstract medical records and collect data for Medical Staff peer review from a variety of sources.
- Prepare cases and complete paperwork for the Medical Staff peer review process. Attend medical staff committee/departmental meetings as assigned.

### **Qualifications**

- Bachelor's degree in information systems or management preferred.
- RHIT, RHIA, LPN, RN, other clinical field, or equivalent clinical experience.
- At least 2 years of clinical coding, 5 years of quality review and/or 2 years of nursing/clinical experience with good clinical knowledge.
- Excellent verbal and written communication skills.
- Team player with exceptional interpersonal skills.
- Ability to facilitate clinical groups to review performance improvement data and development of specific actions resulting from review of the information.
- Demonstrated knowledge of clinical applications, spreadsheet, databases, and word processing.
- Understanding of regulatory requirements and industry best practices.

## REVENUE CYCLE ANALYST

Revenue Cycle Analysts are responsible for analyzing, auditing, and investigating their assigned client's Accounts Receivable (A/R) process to ensure quality, resolve errors, and provide strategic solutions.

### **Primary Responsibilities**

- Develop a solid understanding of assigned client's process to strategically review and analyze their A/R functions.
- Conduct regular audits of the claim work for accuracy and quality; manages clean claim ratios for assigned clients.
- Provide direction to managers on claim audit corrections and resolution.
- Prepare and analyze reports of audit reviews and performance issues with a focus on identifying trends, instituting continuous quality improvement initiatives, and identifying and providing ongoing training opportunities for specialists.
- Provide second-tier review on advanced and escalated claim issues to a satisfactory resolution.
- Resolve outsource vendor's escalates claims and claim rework.
- Log all client issues encountered in internal tracking system, including enhancement requests, bugs, errors, and inquiries. Make management aware of any client issues or problems.
- Modify process and procedures to prevent claim rework through automation ideas.
- Participate in continuing education of applicable software and hardware.

### **Qualifications**

- A high school diploma/GED required.
- Bachelor's degree preferred but not required.
- Quality control auditing and analysis experience preferred.
- Medical billing knowledge and healthcare experience preferred.
- Strong analytical skills: ability to conduct research, creatively solve problems, and deal with ambiguity.
- Highly developed verbal and written communication skills.
- Able to read, analyze, and interpret complex documents.
- Independent, logical, strategic thinker with high focus and attention to detail.
- Proficient computer skills including Microsoft Office, Word, and Excel.
- Excellent organizational skills: ability to multitask, set priorities, and meet deadlines.

## RISK PROFESSIONAL

The Risk Professional is responsible for supporting the enterprise risk program, function and strategy and serves as a subject matter expert in matters related to various categories of risk. This individual is responsible to help identify issues and risk that can lead to a loss exposure with the various risk domains including operational, strategic, compliance, reputational, regulatory, security, privacy and legal. The Risk Professional will be instrumental in helping to develop strategies to reduce and mitigate risk, safeguard assets, enhance operations, and improve the quality of services.

### **Primary Responsibilities**

- Develop policies to ensure the enterprise is managing risk in all facets of the organization.
- Design processes within the organization to ensure that projects and operational work accounts for and documents enterprise risk.
- Support the execution of and conduct an Enterprise Annual Risk Assessment.
- Support the execution of and conduct ongoing risk assessments of enterprise projects and work units.
- Recommend remediation actions to mitigate enterprise risk.
- Maintain network of professional relationships with specialization in key areas available to draw upon for highly specialized input regarding healthcare risks and operational matters.
- Maintain level of expertise regarding established healthcare audit risks/controls/compliance policies and procedures to ensure adherence in a manner that reflects honest, ethical, and professional behavior.
- Develop and maintain risk maps and strategic action plans to mitigate the company's primary threats and monitor the progress of risk mitigation efforts.
- Support the operationalizing of risk management by supporting efforts and strategies to integrate risk management priorities into the company's overall strategic planning.
- Conduct risk education programs, training, and efforts.
- Execute risk assessments to protect against and manage risk related to the various or assigned risk category or discipline.
- Evaluate potential operational risk stemming from employee errors or system failures that could disrupt business processes, then develop strategies to both reduce exposure to these risks and adequately respond when these issues occur.
- Leverage the governance, risk, and compliance tools to support the enterprise risk management program.

### **Qualifications**

- Bachelor's degree in business administration, accounting, finance, mathematics, statistics, or a similar management discipline.

- Certification in CRCMP, CRISC, ISO3000 or similar required.
- At least five (5) years of related experience in risk management with at least (3) three years previous experience in risk titled positions and functions.
- Working knowledge of various risk frameworks and practices.
- Ability to engage and communicate with all elements of the workforce, leadership, and governance.
- Strong problem solving, conflict management and consensus building skills.
- Understanding of regulatory requirements and industry best practices.

## SALES, SOLUTIONS SPECIALIST

The Solutions Specialist role focuses on promoting and selling organizational products, services, and solution sets to potential and existing customers, while meeting/exceeding sales target objectives.

### **Primary Responsibilities**

- Sell solution set/technology services to targeted customer market segments.
- Support sales team in the sales process with solution definition, design and proposing solutions to address customers' specific needs.
- Act as a knowledge expert on product/services to support sales team and customer needs.
- Assist sales team with customer presentations specifically focused on clinical and technical components of the value proposition.
- Understand and address competitive product/solution positioning.
- Work with the sales team to pre-qualify leads and obtain background information on potential customers and their industry to increase the likelihood of completing the sales process.
- Develop and refine sales messaging; obtain strong product/services knowledge and identify key deal-closing criteria.
- Meet and exceed both qualitative and quantitative sales goals on a consistent basis.
- Responsible for building rapport and relationships with internal and external customers in a prompt, courteous, efficient, and professional manner.
- Forecast opportunities and manage sales pipeline.
- Accurately manage call lists and client contracts, logging all call information, setting up demonstration dates and updating profile activity through use of a CRM.
- Assist sales team with technical product input for development of pricing models for quotes and contracts.
- Support sales team in contract development.

### **Qualifications**

- Bachelor's degree in business preferred.
- Excellent verbal and written communication skills.
- Minimum of 3 years sales/inside sales experience or the equivalent.
- Computer proficiency in Microsoft Office and aptitude for internal business systems.

## SECURITY ANALYST

The Security Analyst will identify and manage application vulnerabilities including and not limited to managing dynamic and static analysis. The analyst will also be involved in the assessment and understanding of data transfer security, security profile assessment of third-party application and data storage providers. The analyst will be first level security support of enterprise level applications.

The analyst will also identify and quantify IT risk factors, for application security and related infrastructure. The analyst will also assist the Information Security & Compliance Team in facilitating administration of the Information Security Program. The analyst will also be responsible for application vulnerability tool and interpret results. The analyst is expected to discuss the results and methods of remediation with the development team or the third-party application provider.

### **Primary Responsibilities**

- Manage and administer application vulnerability assessment tool.
- Interpret results of assessment report from the tool.
- Interface with application developers to discuss results and remediation.
- Interact with third party application providers to access their secure development practices.
- Access application vulnerabilities of third-party applications and manage their remediation working with the providers.
- Maintain a regiment of application vulnerability assessment and management of critical applications.
- Provide assessment /audit support.
- Identify, analyze, monitor, and minimize areas of risk that pertain to application security.
- Analyze business impact and exposure based on emerging security threats, vulnerabilities, and risks.
- Develop and execute a program for secure application development education.
- Provide assurance that quality and risks are effectively addressed in relation to applications.
- Coordinate application security assessments of both internal and external application developer/providers.

### **Qualifications**

- Bachelor's degree in computer science or related field is highly desired.
- CISSP, CISA and CRISC certifications are highly desired.
- 2 - 4 years' experience in related field preferred.
- Application and infrastructure audit experience.

- Detailed oriented and experience in design and implementation of security tools.
- Experience in complex technical solutions especially in geographic distributed and growing corporation.
- Previous PCI and HIPAA experience especially in understanding of tools and their integration into the organization to close identified gaps and to be able to implement discipline and solutions for PCI and HIPAA compliance.
- Implementation for HITRUST in cybersecurity is highly desired.
- Working knowledge of NIST standards is required.
- Proficient with Microsoft Office.

## SENIOR DIRECTOR OF BUSINESS INTELLIGENCE

The Senior Director of Business Intelligence will be responsible for supporting data-driven decisions across all business operation verticals including ticketing, sponsorship, marketing, communications, and will analyze data and formulate insights. The Sr. Director of Business Intelligence will provide thought leadership on how the organization captures, defines, disseminates, and utilizes the wealth of data collected.

This individual will partner with leaders throughout the organization to ensure that data is transitioned into actionable information to manage and drive business' strategies and insights. This role is multi-faceted, demanding strong thought leadership, excellent communication, robust problem solving, and diligent project management skills.

### **Primary Responsibilities**

- Lead the development and implementation of an enterprise-wide reporting program that includes an executive management scorecard, operational dashboards, and reporting.
- Work with internal and external stakeholders across all business departments in the front office and serve as an in-house agency to lead the use of data to make informed business decisions and champion and rally the organization towards a common business intelligence approach.
- Advocate for an active partnership between the business and the business intelligence team.
- Partner with various departments across the organization to understand their data needs and deliver the data in a manner that the department can access it easily, understand it thoroughly, and leverage it to make decisions to improve their functions and processes and drive impact.
- Align data dependencies across systems of record for data governance. Oversee supporter data governance and supporter master data; collaborate on constituent privacy and data security with relevant stakeholders.
- Ensure that all needed data is available to internal and external systems.
- Expose enterprise data resources to facilitate robust role-based analytics and visualizations.
- Ensure technical documentation of systems architecture, processes, integrations, and extract, transform, and load processes and ensure other elements are up to date and accurate.
- Evolve and mature our data technology solutions to best serve the organization.
- Ensure that our data processes and systems run smoothly and on schedule. Continuously look for opportunities for automation and improvement to simplify support work.
- Manage the information in the data warehouse and other critical data sources.
- 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.

- Develop best practices and guidelines for existing or new technologies within the area of business intelligence.
- 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.
- Establish succinct, well-defined, traceable business metrics and analytic structures that are used to measure/manage the business and drive performance.

## Qualifications

- Bachelor's degree, or equivalent required (business, computer science, management of information systems preferable).
- Master's Degree in Statistics, Economics, Mathematics, Business, Engineering, Operations Research, or Physics highly preferred.
- Experience building and managing enterprise shared services related to business intelligence.
- Experience working with business intelligence hardware, software, and services vendors.
- 8+ years' experience across a mix of roles in analytics, business intelligence and operational strategy.
- 5+ years of experience implementing analytics in at least one business intelligence tool.
- 4+ years people management experience.
- Expertise in current data warehousing concepts (using technologies like Redshift, Spark, Hadoop, web services, etc.) to support business-driven decisions.
- Experience designing data models for Analytic and Reporting purposes.
- Experience with Enterprise business intelligence tools (SAP, Oracle, IBM etc.)

## SENIOR MANAGER, HIS OPERATIONS

Under direct supervision of the Director of Health Information Systems (HIS), the Senior Manager, HIS Operations is responsible for managing the day-to-day operations and responsibilities of HIS Applications Support. The Senior Manager, HIS Operations is also responsible for providing high-level technical assistance to the team and ensuring service and support are provided to end-users during business hours and collaborates with vendors to ensure the availability of software systems and escalates accordingly. The Senior Manager, HIS Operations will also provide guidance on mission-critical health information systems such as, but not limited to, the electronic health record and practice management systems and provide implementation, training, customization, reporting, and troubleshooting of these systems to end-users. Furthermore, the Senior Manager, HIS Operations, will manage the HIS operations team providing training, guidance, and support to The HIS operations analyst and HIS helpdesk specialist.

### **Primary Responsibilities**

- Administer health information systems (including the electronic health record, practice management, and pharmacy management systems), as well as ancillary health information applications.
- Manage team members of HIS operations and provides training, guidance, and support.
- Maintain operations schedules to ensure adequate support coverage.
- Manage and implement system upgrades in conjunction with managed services vendors.
- Assist and collaborate with the HIS informatics manager to prepare and complete various annual reports ensuring to collect necessary data for contractual agreements and best medical practices.
- Respond to all HIS support issues per service level agreements.
- Perform clinical workflow analysis for implementing HIS initiatives in collaboration with the HIS Informatics Manager.
- Establish and ensure the integrity of clinical data collection, security, and backup procedures.
- Develop policies and procedures in collaboration with program managers to ensure the system aligns with best clinical workflows and best practices.
- Develop strategies on collecting and storing clinical data discretely and in a reportable manner.
- Provide project management services for HIS projects in conjunction with the HIS informatics manager.
- Conduct one-on-one and group training sessions on customization and the proper use of the systems.
- Provide basic hardware and software troubleshooting for desktops and laptops and function as a point person for the IT department.

## Qualifications

- Bachelor's degree or equivalent experience preferred.
- CPHIMS preferred (or ability to obtain within 1 year of employment).
- Minimum of 5 years of previous IT/IS helpdesk operations preferred.
- Background and knowledge of HIV/AIDS, FQHCs, PCMH, 340(b), and Pharmacy operations preferred.
- Excellent analytical, verbal, and written communication skills, including strong organizational, detail, managerial and interpersonal skills.
- Experience with managing PM and EHR and Population Health Management systems required.
- Experience with pharmacy management systems and workflows.
- Demonstrate ability to collaborate effectively with people of diverse races, ethnicities, ages, and sexual orientations, and gender identities in a multicultural environment.

## SENIOR PRIVACY SPECIALIST

The Senior Privacy Specialist will support the mission of the Privacy Compliance Program to effectively prevent and/or detect violations of law, regulations, or organization policies and standards of conduct and to correct these violations quickly and effectively.

The Senior Privacy Specialist may report directly to the Privacy Manager. This position oversees all ongoing activities related to the development, implementation, maintenance of, and adherence to business unit privacy practices in conformance with organization policies and procedures covering the privacy of, and access to, patient information.

### **Primary Responsibilities**

- Maintain current knowledge of applicable federal and state privacy laws and accreditation standards.
- Monitor advancements in information privacy technologies to ensure adaptation and compliance.
- Participate in activities related to assessing risk and developing and implementing appropriate policy and compliance monitoring activities.
- Conduct monitoring and auditing activities.
- Conduct education on overall regulations and policy and procedure changes relevant to individual job roles. Oversee, initiate, facilitate, and promote activities to foster information privacy awareness, training, orientation and policy implementation within assigned business units and related entities.
- Provide oversight regarding the establishment, through operations management and information technology to track access to protected health information and to monitor compliance with privacy regulations.
- Lead incident response team to investigate and correct violations of privacy standards, confidentiality, or information security. Ensure remedial action to correct current problems and take all available steps to prevent future problems.
- Implement investigative techniques and monitor to validate privacy breach occurrences.
- Conduct risk assessments to determine patient harm, and breach notification responsibilities.
- Interact with patients and family members to obtain sensitive information and communicate investigative results while ensuring a successful customer experience.
- Responsible for breach notification to Office for Civil Rights.
- Review reports and coordinate action to respond to identified risks and violations.
- Work with all business units and other personnel involved in any aspect of release of protected health information to ensure full coordination and cooperation under organization policies and procedures and legal requirements.
- Manage and document all privacy incidents utilizing system-wide case management solution to ensure accurate documentation and reporting.
- Demonstrate ability to communicate privacy program initiative to senior leadership.

- Administer system-wide privacy policies and procedures, including without limitation:
  - Notice of Privacy Practices
  - Authorization Forms
  - Use and Disclosure of Protected Health Information
  - Individual Requests for Access to Protected Health Information
  - Recordkeeping and Administrative Requirements
  - Data Breach Notification
- Collaborate with other departments, such as legal counsel, human resources, IT, and medical records to maintain organization compliance with federal and state laws regarding privacy, security, and protection of information resources.
- In cooperation with Human Resources, ensure compliance with privacy practices and consistent application of sanctions for failure to comply with privacy policies for all employees, extended workforce, and business associates.
- Provide reports to the Chief Executive Officer regarding the status of privacy compliance for assigned business unit.

## Qualifications

- Bachelor's degree in business, healthcare administration or similar discipline or major
- 5 years in privacy, medical records, or information management.
- CHC, CRCMP or CHPC certification required.
- Experience providing working knowledge and skills in the following:
  - Superior knowledge of privacy laws (i.e., HIPAA, HITECH, GLB, etc.), access, release of information and release control technologies.
  - Knowledge of information management principles and ability to apply these through project and change management skills.
  - Strong investigation techniques required: ability to investigate complex privacy issues.
  - Understanding of regulatory requirements and industry best practices.
- Self-motivated and able to work independently.
- Objective with good judgment.
- Well-developed people skills, including approachability, social and communicative ability and the ability to win the confidence of people.
- Effective analytical skills.
- Detail oriented.
- Well-developed skills in writing, organizational, facilitation, presentation, and personal computer.
- Ability to manage complex projects, coordinating the multitasking of self and numerous individuals.
- Effective team management skills: consensus building; conflict resolution and meeting management.

## SENIOR PROJECT MANAGER

The Senior Project Manager is responsible for managing multiple and complex technology projects for the organization. The Senior Project Manager applies project management knowledge and techniques to ensure project teams are progressing and communicating effectively to guarantee the completion of projects in accordance with budget and quality requirements.

### **Primary Responsibilities**

- Initiate and maintain approved project management processes and tools and ensure application of these processes and tools to assigned projects.
- Ensure optimum allocation of financial, and other, resources to assigned projects.
- Set and monitor productivity and quality targets for assigned projects.
- Coordinate all aspects of assigned projects from initiation to completion.
- Identify and report project risks and facilitate risk mitigation decisions by stakeholders and sponsors.
- Facilitate project leadership, functional, and cross-functional teams through the project lifecycle from project prioritization through Initiation and completion.
- Build consensus and ownership of project goals and tasks through influence and negotiation.
- Communicate effectively with senior management, process owners, stakeholders, and other audiences.
- Facilitate periodic status meetings, review open issues, and project risks associated with assigned projects.
- Monitor and analyze project metrics and results and apply learnings to assigned projects.

### **Qualifications**

- Associate degree in computer science, management, or related field.
- Project Management Professional (PMP) or similar certification preferred.
- Minimum 3 years project management experience managing multiple and/or complex projects.
- Healthcare IT project experience preferred.
- Excellent written and communication skills.

## SENIOR SOLUTIONS ARCHITECT

The Senior Solutions Architect will provide leadership and technical expertise, and work with the program and technical leadership to manage the technical aspects of a large software development program for the design and optimization of networks, solutions, and systems. The Sr. Solutions Architect will be responsible for receiving business needs and requirements from the customer, defining system requirements, and scoping the design, managing the development of the software, provide technical expertise and work toward successful deliveries to the customer.

### **Primary Responsibilities**

- Define system requirements and specifications.
- Provide technical leadership and advise on designs for application solutions, including design reviews, planning, development and resolving technical issues.
- Analyze requirements and provide solutions that meet the required capabilities.
- Design software solutions that scale to larger user populations and satellite resources.
- Write design documentation, both at high-level and low-level.
- Interact and lead design discussions directly with customers to receive feedback on proposed designs.
- Provide inputs for planning and schedule management.
- Work closely with the Program Manager, Chief Engineer & Architect, and team lead(s) to successfully scope, manage and execute the program.
- Provide architectural assessments, strategies, and roadmaps for one or more technology domains.
- Lead projects within architecture. Work with Product Owner/Business Analysts to understand functional requirements and interact with other cross-functional teams to architect, design, develop, test, and release features.
- Project and solution estimation and team structure definition.
- Develop Proof-of-Concept projects to validate new architectures and solutions.
- Support multiple Agile Scrum teams with planning, scoping and creation of technical solutions for the new product capabilities, through continuous delivery to production.
- Liaise with offshore team and clients for resolving technical dependencies, issues, and risks.
- Mentor and provide architectural guidance to multiple teams building innovative applications.
- Drive common vision, practices, and capabilities across teams.
- Engage with business stakeholders to understand required capabilities, integrating business knowledge with technical solutions.
- Engage with Technical Architects and technical staff to determine the most appropriate technical strategy and designs to meet business needs.
- Demonstrate broad solutions technical leadership, impacting significant technical direction, exerting influence outside of the immediate team and driving change.

## Qualifications

- Bachelor's degree in computer science, software engineering, computer engineering, or related technical degrees with demonstrated experience required. Master's degree in computer science or related field preferred.
- Leadership and team management experience with ability to provide strategic planning and oversight.
- 10+ years' experience in software application development on Linux, Windows, and Web platforms.
- 5+ years' experience defining software architecture and designs for complex software systems.
- Familiarity with multiple languages, including C++, Java, Python, Kafka.
- Prior exposure to Apache Kafka, Microservice Architectures, and other enterprise software architecture.
- Experience in both agile and waterfall software engineering practices.
- Certification in HL7 FHIR preferred.
- Must have experience with SOAP and REST web services, well versed with spring framework.
- Experience working with development of APIs – consumer and producer.
- Solid Programming skills using JAVA, J2EE, JavaScript, JMS, SOAP / REST Web Services, XSLT, XML, JSON.
- Proficiency in web service design.
- Experience of database access protocols such as ODBC, JDBC, SQL.
- Have a solid understanding of delivery methodology and lead teams in the implementation of the solution according to the design/architecture.
- Experience in project and solution estimation and team structure definition.
- Fluent and current on architecture trends with an eye on market/technical conditions and future direction.
- Experience in defining new architectures and ability to drive an independent project from an architectural standpoint.
- Experience leading customer workshop sessions to educate customers on the latest technology trends and best practices.
- Proven track record of leadership roles delivering solutions within defined timeframes.
- Demonstrated success in performing work and managing complex and/or large consulting projects.
- Proficient in authoring, editing, and presenting technical documents.
- Ability to elicit requirements and communicate clearly with non-technical individuals, development teams, and other ancillary project members.
- Excellent written and oral communication skills; Ability to communicate effectively with technical and non-technical staff.



## SENIOR SYSTEM ADMINISTRATOR

A Senior System Administrator is responsible for administration and operation of the server environment. Responsibilities will include installation, maintenance, testing, troubleshooting, system definition, and quality.

The Senior System Administrator will adhere to change management and Configuration Management processes for hardware and software changes. The Senior System Administrator will be expected to develop recommendations and implementation strategies 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 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.

### **Qualifications**

- Bachelor's degree in computer science, management information systems, 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.
- Experience with creating documentation and the ability to provide training to end-users.

- Experience with testing and documenting testing results for performance improvement and compliance.
- Ability to learn and support new systems and applications.
- Very good verbal and written communication skills with ability to communicate technical information to non-technical customers.
- Great attention to detail.

## SERVICE/HELP DESK ANALYST

The Service Desk or Help Desk Analyst is responsible for first line triaging and prioritizing of all Information Technology service requests within a healthcare provider system. Serves as a frontline troubleshooting support to achieve first call resolution. Assistance may include telephone, online or in-person interactions.

Service Desk analysts work closely with systems administrators and application analysts to monitor system performance issues and notify end-users of any downtime. Daily work schedule may vary depending on the needs of the department.

### **Primary Responsibilities**

- Create service tickets for customer issues and escalates unresolved issues according to standard practice and procedures.
- Verify end-user credentials prior to providing or resetting access to applications and systems.
- Consult with customers to identify and specify clinical and technical requirements.
- Perform basic hardware and software troubleshooting, diagnostics, and remote repair if possible.
- Assign customer support calls to IT support analyst teams according to procedure.

### **Qualifications**

- Associate degree in technical, management discipline, or engineering.
- 1-2 years of help desk, service desk or equivalent experience.
- Demonstrated knowledge of Microsoft Windows, Microsoft Office, and Internet applications.
- Effective oral and written communication skills.
- Solid problem-solving abilities.
- Demonstrated ability to effectively handle tense customer service scenarios.
- Demonstrated knowledge of access and authentication controls.
- Demonstrated knowledge of enterprise architecture principles and practices.

## SOFTWARE DEVELOPER

The Software Developer will develop, maintain, and enhance software applications in accordance with system requirements. The developer will participate in all phases of the SDLC under the direction of the software development manager including requirements gathering, design, development, testing, deployment, and maintenance of custom software systems. The developer will frequently be asked to work with end users to provide feasibility assessments of potential technical solutions to business challenges.

### **Primary Responsibilities**

- Develop and maintain custom software applications.
- Participate in product text-fix cycle.
- Test and modify applications to comply with infrastructure updates.
- Participate in the business requirement gathering and validation process.
- Prepare cost and time estimates for assigned tasks.
- Adhere to organizational coding standards including source control, code instrumentation, and documentation.
- Participate in peer code reviews. Analyze, investigate, and correct issues reported by the customer or identified during the maintenance process.
- Develop and maintain system documentation.
- Develop interfaces between commercial systems as required.
- Provide off hours support per departmental policies.

### **Qualifications**

- Bachelor's degree in computer science or equivalent.
- 2 years' experience writing commercial software.
- Excellent customer service skill.
- Strong problem diagnosis skill.
- Experience working with relational databases.
- Experience with Object Oriented Design.
- Experience in a Rapid Application Development environment.
- Experience developing and executing test cases.
- Experience developing test data.
- Ability to effectively communicate with both technical and non-technical users.
- Experience with organization's standard development tools.
- Proficient with Microsoft Office.

## SYSTEMS ARCHITECT

The System Architect will be responsible for the technical architecture as part of organization-wide Enterprise Architecture (EA) initiatives. 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 that allows for expansion of systems as needed. The candidate will set the organization's technical direction in terms of applicable technical standards.

### **Primary Responsibilities**

- Responsible for effectively integrating core capabilities with new technology to successfully implement systems development projects.
- Present capability briefings and solution demonstrations, prepare technical material for internal and external audiences, and think in general engineering terms in the early development of customer relationships and requirements.
- Maintain a high level of technical excellence and depth in at least one core capability.
- Propose changes in existing products or services that result in cost reductions or increased end-user productivity, write technical papers, or give industry seminars, identify and champion new core capabilities or partnerships, and lead or mentor other technical staff.
- Ensure system availability, scalability, security, and other system performance goals are met.
- Lead complex systems integration projects and demonstrated ability to achieve deliverables on time and on budget.

### **Qualifications**

- Bachelor's degree in computer science, management information systems, or equivalent degree is required. Master's degree or other advanced technical degree preferred.
- Software development experience and knowledge of systems life cycle is required.
- Knowledge of various operating systems (Solaris, OpenVMS, Windows Servers experience a plus).
- Continuity of operations planning experience.
- Knowledge of WAN/LAN network design and storage area network (SAN) design.
- 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.
- 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 needs 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.
- Some travel may be required.

## TELEMEDICINE/TELEHEALTH NURSE PRACTITIONER

Telemedicine/Telehealth is the cyber delivery of healthcare services and clinical information using telecommunications technological applications. The Telemedicine Practitioner helps with ready assessments and implementation within the organization and provides ongoing evaluation and overview.

### **Primary Responsibilities**

- Oversee the implementation plan of sites, specialties, and other telemedicine clinical and educational services.
- Assist in coordinating clinical activities with participating specialists, evaluates scopes and other peripheral devices for clinical appropriateness, provides guidance on the potential uses of telemedicine, and outlines the opportunities and limitations of the technology.
- Responsible for evaluation and research in the areas of equipment utilization, cost-benefit analysis, and clinical efficacy and outcomes.
- Participate in policy development at the local, state, and federal level.
- Collaborate with internal and external stakeholders to assure remote monitoring buy-in.
- Train patients in the use of the monitor.
- Collects data for process improvement activities.
- Assists remote monitoring team determine performance based on quality standards.
- Participate in data collection and formulation of action plans.
- Serves as a liaison between families, staff, and administration/PCP.
- Assess and document patient response to remote monitoring interventions.
- Collaborate with all staff members to enhance positive patient outcomes.
- Communicate with physicians to prioritize remote monitoring patient care.

### **Qualifications**

- Master's degree required.
- APN license and national certification as a NP required.
- 1+ year of NP experience.
- An acute care background or SNF, LTC experience preferred.
- Strong Computer Skills. Proficient with Windows applications.
- Excellent organizational, presentation communication skills and leadership skills.
- Ability to work effectively interdependently and independently.
- Ability to work on several complex issues at the same time.
- Ability to collect, analyze, and present data to various audience levels.
- Excellent customer service skills.

## VICE PRESIDENT OF SOFTWARE ENGINEERING

The Vice President of Software Engineering is a high-profile role responsible for leading a group of talented software engineers across multiple product lines.

The ideal candidate should be self-motivated, innovative, and passionate about developing software products that provide added value to their facilities and stakeholders. They must be results-oriented, delivery focused, possess strong leadership skills, and are able to achieve goals in a highly innovative and fast-paced environment.

### **Primary Responsibilities**

- Lead multiple software development teams, including staffing, mentoring, enhancing, and maintaining best-of-class software development.
- Review client requirements, and use-cases of the required software, with development teams.
- Review testing of the developed software and ensure it meets required standards.
- Assure the development and maintenance of system documentation.
- Design development paths and training requirements for software engineers.
- Provide coaching to engineers as needed.
- Adhere to organizational coding standards, source code control and documentation.
- Evolve and improve the software development practice within the organization, including best practices, reporting, tools, and evolution of development methodology.
- Manage departmental resources and staffing, including the enhancement and maintenance of best-of-class development teams for product lines.

### **Qualifications**

- Bachelor's degree in computer science, computer engineering, or related technical discipline; master's degree preferred.
- 10+ years of development experience with at least five years in cloud environments working with Java, C#, and JavaScript.
- 7+ years leading multiple Agile teams and programs with expert understanding of Agile and Lean principles.
- 5+ years of experience in driving full DevOps software development and engineering practices.
- 3+ years of experience in managing software engineering teams and suppliers.
- Experience building and managing new engineering teams using a combination of FTE and contractor resourcing.
- Knowledge of the Health Insurance Portability and Accountability Act (HIPAA), the Health Care Quality Improvement Act (HCQIA), vulnerability related to the Recovery



Auditor Contracts (RAC) and avoidance of practices that could invoke fraud and abuse enforcement.

- Strong experience in implementing both cloud/SaaS Solutions and on-premise solutions.
- Diverse experience with a broad range of applications, development platforms, technologies, middleware, frameworks, and programming languages.
- Ability to manage multiple product lines and meet aggressive release schedules.
- Knowledge of healthcare and clinical requirements.
- Strong technical vision and continuous improvement drive.
- Experience with negotiating contracts and statements of work with vendors.

## VICE PRESIDENT, CHIEF INFORMATION OFFICER

The Vice President, Chief Information Officer (VP/CIO) serves as the key executive for information services 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 ensure the achievement of objectives. The VP/CIO will most likely report to the Chief Operating Officer.

As an active and contributing member of senior management, the VP/CIO will serve as a strategic partner and 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 the 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 using data and analytics 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.

### **Primary Responsibilities**

- 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, a strategic partner, and leader to management and physicians on information technology matters.
- 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.
- Develop and communicate information systems management, governance structure, and project statuses 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.
- 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.
- 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.
- 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, and federal and state legislation to ensure optimal professional effectiveness and competence.

## **Qualifications**

- Bachelor's degree required from an accredited college or university.
- Master's degree is strongly preferred.
- Experienced Information Technology Leader in a multi-site health system.
- A minimum of ten plus years as a successful IT leader at a value-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.

## VICE PRESIDENT, IT OPERATIONS

The Vice President, IT (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 may report directly to the Senior Vice President, Chief Information Officer.

### **Primary Responsibilities**

- Work with the CIO to strategize, manage, integrate, and coordinate the overall IT direction and strategy.
- Work collaboratively to influence decisions and outcomes and facilitates consensus.
- Build and manage a comprehensive program management office supporting the entire IS organization.
- Ensure IS service delivery processes including maintenance, operational support, optimization, business continuity, and quality management / ITIL.
- Serve as the senior liaison between IS and other support departments such as Human Resources, Supply Chain, Finance, etc.
- Lead and support the IS Communication Plan including communication to the organization as a whole, as well as internally to IS staff.
- Oversee the IS budgeting process including the operational and 5–7-year capital budget.
- Assist in establishing service level agreements and labor productivity targets.
- Collaborate with Human Resources to implement strategies to grow and develop the IS workforce, including new and emerging skills needed.

### **Qualifications**

- 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.
- Master's degree is strongly preferred.
- Ten years of progressively responsible IT operations and service leadership related experience in a multi-site health system organization.
- Demonstrated success and expertise in broad information technology healthcare leadership, including improving customer satisfaction, evaluating innovative advanced technology, managing fiscal performance, and partnering with clinical and business stakeholders.