

Sample Position Description:

Sr. Director/ Chief Health Information Management and Exchange Officer

The Sr. Director plans, strategizes, directs, organizes and improves functions in departments of responsibility. The Sr. Director understands and applies advances in implementing electronic health records (EHR) and health information exchanges (HIE). This includes serving as a technology decision maker and determining long-term staffing requirements including skill mix and FTE needs. Serves as a consultant for strategic and tactical initiatives involving the EHR and HIE. Responsible for oversight and direction of the management of the EHR and HIE including legal, financial, regulatory, clinical communication and compliance.

Provides strategic direction, oversight and management for large scale multidisciplinary, complex activities involving the EHR and HIE in matrix and direct line reporting structures. Directs activities necessary to achieve large-scale, complex business changes through a set of projects aligned with strategic goals established by the organization. Understands the market and translates to strategic and tactical initiatives involving health information management. Maintains a strategic view of technology tools available and aligning with the organization's strategic initiatives, other IT Services projects, aligning and coordinating within a program of process improvement and business change in support of the organization's strategy. Responsible for providing project management oversight including project planning, project resource estimating, requirements development, and oversight of multiple and often competing projects.

Responsibilities:

Responsible for oversight of Regulatory & External Health Information Exchange initiatives:

1. Leads and directs activities including process, performance and technology management services in accordance with established project methodologies
2. Process management includes deploying, supporting, and maintaining processes and procedures as they relate electronic exchange of data
3. Performance management includes measurements and metrics, process performance monitoring, and reporting status of process improvement activities
4. Technology management includes establishing criteria and providing guidance for selecting, piloting, and leveraging new technologies that will support user acceptance and productivity for end users
5. Overseeing implementation of Clinical Documentation Improvement Program which includes focused training for medical staff, hospital staff, technical and workflow changes
6. Coordinating across multiple disciplines and communicating effectively project goals and requirements including change
7. Assures involvement of Compliance and Legal with initiatives
8. Serving as a subject matter expert internally and externally in collaboration with the State and preparing public comment for federal and state programs related to electronic health information management

Provide effective and diligent financial management of the organization's resources

9. Develop operating and capital budgets for the Health Information Management Department and assigned projects
10. Manage and track budget performance, provide explanations for budget variances
11. Manage position control and full-time equivalent (FTE) accounts and variances
12. Align with department heads in projecting information needs for other departments and operations
13. Implement new or improved processes or procedures that improve quality of work produced by the unit or eliminate/reduce operating expenses. Plan and develop program budget and perform salary administration duties to meet budgetary goals
14. Participate in Budget Recovery

Provide leadership and management to personnel

15. In coordination with IT and operational managers / directors, manage project staff and HIM department to include assistance with development, performance appraisals, setting performance expectations and evaluating processes on a regular basis
16. Provide direction and support to team members in the development of their careers and value to the organization. Serve as a role model to staff by continuously demonstrating values, creating employee ownership for their careers
17. Demonstrate effectiveness in leadership through broad collaborative skills, deliberate decision-making and effective delegation and follow-up
18. Create a supportive environment that promotes high employee morale; mentoring subordinates to achieve effective program outcomes

Qualifications

The Sr. Director will have at least ten years experience in project and program management, with at least seven years experience managing a large, complex program(s). In addition, the Sr. Director will have at least ten years working with information systems implementations, strongly prefer healthcare system implementations experience. The Sr. Director will have a Master's or advanced degree is required

- Maintain effectiveness when experiencing major changes in work responsibilities or environment; adjust effectively to work within new work structures, processes, requirements, or cultures
- Use appropriate interpersonal styles to establish effective relationships with customers and internal partners; interact with others in a way that promotes openness and trust and gives them confidence in one's intentions
- Meet patient and patient family needs; take responsibility for a patient's safety, satisfaction, and clinical outcomes; use appropriate interpersonal techniques to resolve difficult patient situations and regain patient confidence
- Translate strategic priorities into operational reality; align communication, accountabilities, resource capabilities, internal processes, and ongoing measurement systems to ensure that strategic priorities yield measureable and sustainable results
- Identify and drive organizational and cultural changes needed to adapt strategically to changing market demands, technology, and internal initiatives; catalyze new approaches to improve results by transforming organizational culture, systems, or products/services
- Establish and commit to a long-term business direction after considering clinical and financial data, resources, market drivers, and organizational values; anticipate and respond to shifts

within the market, technology, or policy environment that influence the delivery, management, and financing of healthcare

- Vividly communicate a compelling view of the future state in a way that helps others understand and feel how business outcomes will be different when the vision and values become a reality.
- Provides feedback, instruction, and development guidance to help others excel in their current or future job responsibilities; plan and support the development of individual skills and abilities
- Interact with others in a way that gives them confidence in one's intentions and those of the organization
- Demonstrate a poised, credible, and confident demeanor that reassures others and commands respect; convey an image that is consistent with the organization's vision and values
- Clearly and succinctly convey information and ideas to individuals and groups; communicate in a focused and compelling way that captures and holds others' attention

Certifications, Licenses, Registrations

RHIA or RHIT or comparable experience required