



POSITION DESCRIPTION

POSITION TITLE: HIT/HIE Program Analyst
FLSA STATUS: Exempt
REPORTS TO: Director and Chief Technology Officer
REVISED: January 2019

POSITION SUMMARY:

The Health Information Technology (HIT)/Health Information Exchange (HIE) Program Analyst is a new role on the Health Information Technology (HIT) team, reporting directly to the Director and Chief Technology Officer. This unique role will provide direct support to specific projects and a variety of critical HIT/HIE initiatives. Responsibilities will include planning, analysis and the delivery of technical support for the successful execution of assigned HIT/HIE projects. This position may also assist stakeholders in defining and implementing new HIT/HIE-related programs and services. We are seeking a talented professional that is independently driven, with the ability to map tasks with little supervision, and that possesses the skills to take initiative on a variety of projects within the HIT team.

The HIT/HIE Program Analyst will assist with: (1) the development of work plans and schedules for completion of on-going project tasks and new initiatives; (2) the analysis and definition of operations processes and workflows; (3) the specification of functional requirements for supporting systems and technologies; (4) the coordination of efforts required to educate, orient and onboard new organizations contracting to receive HIT/HIE-related services and support; (5) the development of policies and procedures for the use of HIT/HIE services and support within each participating organization; (6) the validation and testing of HIT/HIE systems and procedures to support business needs; and (7) any other duties and projects, as assigned.

The successful candidate will have a strong background in and/or knowledge of Health Information Technology (HIT), Health Information Exchange (HIE) and Electronic Medical Records (EMR). The ideal candidate understands how to plan and execute projects from the viewpoint of a consultant, with excellent organizational skills and the ability to communicate with diverse stakeholders. This talented professional will possess a solid customer service orientation, with a passion for strengthening access to data and vital information in the health sector. A critical skill set will be the ability to effectively and efficiently communicate with multiple internal and external stakeholders, inclusive of partner clinics, high level government agencies, and medical administrators.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Program Management and Communications Support

- Assist HIT team leadership in the definition and planning of new HIT/HIE projects and initiatives; document planning discussions and action items; perform research as needed to address identified issues; draft project scope definition documents and project task plans;
- Assist with the development of presentations on proposed HIT/HIE initiatives and on the

- status of current, on-going HIT/HIE projects;
- Draft policies and procedures for the use of the various HIE products that promote good health information management practices and standards compliance when accessing HIT/HIE data;
- Support tracking and milestone/status reporting efforts for HIT programs, trainings and services; produce monthly HIT/HIE service desk reports as required; assist in the preparation of quarterly operations plans and progress reports; manage the CRM for all data input and reporting inquiries;
- Draft progress reports on projects for funding entities; contribute to project proposals with written materials;
- Prepare and disseminate communication materials (i.e. patient communications, FAQs, website content, etc.) for various HIT/HIE projects;
- Support the development of programs and/or materials to promote adoption of HIT/HIE capabilities among participating users;
- Assist key stakeholders (clinics, DCPCA, vendors) with planning and scheduling the integration of new user organizations into various HIT/HIE projects, including eClinicalWorks (eCW) Electronic Health Record (EHR) system hosting and support. Capital Partners in Care Health Information Exchange (CPC-HIE) operations, the Maryland CRISP system integration, and other related projects.

Program Technical Support

- Lead and/or facilitate discussions that enable the gathering of requirements and design review sessions with executive, clinical, administrative and technical stakeholders of the various HIT/HIE projects; elicit and document business, functional, data, user interface and non-functional requirements;
- Assist in the development of test processes/cases to validate the translation and presentation of patient data and the implementation of use cases for the various HIT/HIE projects; assist users at participating organizations with patient data and use case validations and document results;
- Provide technical assistance to HIT/HIE project participants during the integration and implementation of new HIT/HIE capabilities as required;
- Travel to HIT/HIE user facilities in the DC metropolitan area to support and assist with HIT/HIE implementation and enhancements, user onboarding and cutover to production operations;
- Support the implementation of approved policies and procedures at HIT/HIE provider facilities, which may include training, overview of procedures, and multimodal communication;
- Act as a liaison between executive, clinical and administrative users at participating organizations and the HIT/HIE vendor(s) during user validation sessions to communicate and resolve user issues;
- Assist with coordinating requests by various HIT/HIE project users for system modifications and enhancements; provide input to the DCPCA HIT team and HIT/HIE vendor team(s) on desired new system features and/or enhancements;
- Perform Meaningful Use (MU) and EHR Incentive Program attestation support tasks for stakeholders contracted to receive HIT/HIE support services; address general MU inquiries and organizations' requests for provider/clinical MU data and gap assessments;
- Perform other duties within the scope of this position as assigned.

QUALIFICATIONS, KNOWLEDGE & SKILL REQUIRED:

- Bachelor's degree in business, health technology or related field and/or a minimum of 4 years of related work experience
- Possess a high degree of proficiency with MS Office products including Word, Excel, Access, Power Point and Outlook
- Knowledge of practices and principles of business and healthcare technology management
- Demonstrated self-starter that is extremely well-organized and takes initiative
- Strong analytical skills and ability and willingness to use qualitative and quantitative data in decision making
- Interpersonal Skills—the individual is able to build trusting professional relationships with diverse stakeholders and professionals
- Oral Communications—the individual speaks clearly and persuasively in positive or negative situations, demonstrates group presentation skills
- Written Communications—the individual is capable and comfortable writing reports, contributing to funding applications, and/or writing policies
- Planning/organizing—the individual prioritizes and plans work activities, uses time efficiently
- Demonstrated ability to handle multiple dynamic tasks simultaneously
- Adaptability—the individual adapts to changes in the work environment, manages competing demands and is able to deal with frequent change, delays or unexpected events
- Dependability—the individual is consistently at work and on time, follows instructions, responds to management direction and solicits feedback to improve performance
- Safety and security—the individual actively promotes and personally observes safety and security procedures and uses equipment and materials properly
- Strong team orientation
- A cheerful attitude and enjoyment in a fast-paced work environment is required

COMPENSATION:

DCPCA offers competitive salary based on experience and skills of employees. Additionally, DCPCA provides a comprehensive benefits package that includes medical, dental, vision, 403b match, ancillary benefits, access to Flexible Spending Accounts, and generous leave benefits.

ADA SPECIFICATIONS:

This position is primarily sedentary in the Washington DC office with some local trips to stakeholder and clinical offices, as well as occasional overnight travel. The position may require some bending and lifting.

DCPCA is a fast-paced, high-energy organization with a very ambitious agenda and a highly motivated staff. This job will experience high work demands under tight timelines requiring a flexible and adaptable approach to daily challenges.

TO APPLY:

Please send your resume and cover letter in attachment form to recruiter@nonprofithr.com with the subject line, "HIT/HIE Program Analyst." Only competitive candidates will be contacted and invited to participate in the selection process. **No phone calls please.** Applications are accepted until the position is filled.