



EMPLOYEE POSITION DESCRIPTION: Professional Staff (FTE)

POSITION TITLE: HIE Implementation Specialist

SUPERVISOR'S TITLE: Project Director

DATE: February 2023

POSITION SUMMARY

This position is responsible for using WISHIN's project management processes and industry best practices to manage customer implementations, including customer relationship management, data analysis, and deployment of WISHIN's products. The position leads other types of implementation projects with vendors and/or the state and carries out operational procedures, processes, and policies of WISHIN.

JOB RESPONSIBILITIES

The HIE Implementation Specialist position includes the following responsibilities and functions:

- Uses WISHIN's project management process and industry best practices to manage customer implementation projects:
 - Performs analysis of HL7 data, CCD v3, unstructured data, designs and reviews project documentation and requirements with customers, and tests and deploys customer implementations.
 - Works with WISHIN stakeholders and customers to ensure they understand how WISHIN's products/services fit within the customer's existing workflow and operating procedures. Ensures this understanding is shared across all project managers so that implementations are consistent and repeatable.
 - Represents and advances the client's interests, needs, and work processes to influence WISHIN's implementation processes.
 - Submits projects to vendors, manages project kickoffs, defines the appropriate processes, and manages customer expectations while coordinating with vendors.
 - Ensures client's interoperability needs are met by WISHIN's products and/or services.
 - Trains customers, as needed, on WISHIN products and services.
 - Coordinates project communications and meetings for all implementation projects assigned.
 - Performs daily, weekly, monthly system checks and reports issues as necessary.
 - Adheres to HIPAA, WISHIN Security & Privacy policies, and all other applicable state and federal laws to protect patient PHI and ePHI with the appropriate level of sensitivity and control.



- Works with other WISHIN team members to:
 - Coordinate communications, educate customers and other stakeholders, provide input into marketing strategies and tactics to ensure alignment and consistent messaging and branding.
 - Assist in the development and delivery of training materials and training sessions to clients, as needed.
 - Support any WISHIN-hosted in-person or virtual meetings.
- Performs other duties as assigned.

INTERNAL / EXTERNAL CONTACTS

This position has daily internal contacts with the WISHIN staff and contract staff; if applicable. There will be occasional job-related contact with WHA employees related to WISHIN human resource related activities or building access.

External contacts may include WISHIN customers, state and federal government personnel, members of the WISHIN Board, Board committees and ad-hoc work groups, and other WISHIN stakeholders, in person and through written and oral communications.

CORE ORGANIZATIONAL COMPETENCIES

Teamwork: Demonstrates respect and achieves cooperative relationships in fulfilling the vision and mission of WISHIN.

Communication: Demonstrates good interpersonal skills. All written and verbal communications should demonstrate a commitment to excellent customer service. Effectively receives and responds to requests while maintaining a high level of confidentiality.

Analytical Thinking: Demonstrates the ability to break down complex problems down into tasks or activities, link together pieces and sorts out tasks in order of importance, analyze relationships among several parts of a problem or situation, anticipate obstacles and think ahead about next steps. Performs analysis of complex data to identify potential issues, ensure it adheres to WISHIN standards, and work with customers on improving their data quality.

Quality: Demonstrates a commitment to quality and excellence. Solves problems through critical evaluation of information and continuous improvement efforts. Can accurately identify and diagnose issues, identify alternatives, recommend and implement a plan of action, evaluate and communicate results; or otherwise escalate to WISHIN supervisors or management.

Initiative: Performs quality work advancing the vision and mission of WISHIN. Assume responsibility and accountability for their actions. Meets the challenges of a changing environment, is timely in meeting job responsibilities and strives to provide excellent customer service. Values accomplishments and shows enthusiasm and pride in the organization. Demonstrates a self-directed work effort. Develops goals for professional growth and strives to achieve those goals.

Customer Service: Demonstrates a commitment to courteous, sincere, and sensitive customer service. Presents a positive and caring attitude in all interactions. Is patient, tolerant, accepts diversity and presents a positive image of WISHIN in all personal and telephone interactions.

SCOPE & CHALLENGES

The Implementation Specialist must be confident, detail-oriented and efficient to handle multiple priorities. The position may involve a large volume and variety of work, some of which may need to be completed on short notice. The Implementation Specialist must be a self-starter with a strong work ethic and a strong sense of accountability for their work.

KNOWLEDGE & EXPERIENCE

This position requires:

- Minimum of an Associate's degree in a health-related or information technology-related field or equivalent experience.
- 3+ years of experience as a business, data, or technical analyst preferred.
- Strong analytical skills.
- Business and systems analysis skills including analyzing HL7 data, defining business and system requirements, and/or experience with health system interfaces.
- Experience using project management methodologies and best practices to manage multiple projects at one time, produce project-related deliverables and reports, and maintain a high degree of quality across projects.
- Ability to research, analyze, and learn new products/tools to improve workflow and processes.
- Experience leading technology projects for the health care industry preferred.
- Knowledge of HIPAA, HIT, EHRs, and/or HIE preferred.
- Knowledge of IHE, FHIR, direct messaging, and other health information exchange mechanisms preferred.
- Microsoft Office skills, including advanced skills in Excel.
- Experience in data management and analytics preferred.
- Excellent organization and time-management skills.
- Excellent written- and oral communication skills.
- Ability to present to small/medium sized multistakeholder groups.
- Demonstrated commitment to excellent customer service.
- Ability to prioritize tasks as to urgency and detail.
- Willingness and ability to quickly learn new software applications.
- Ability to rely on experience and judgment to plan and accomplish goals.
- Creativity and the ability to think outside the box.
- Ability to establish and maintain credibility with the team.
- Must be a self-starter with a proactive and superb attitude.
- Must be able to troubleshoot problems as well as proposed solutions.
- Adherence to HIPAA and all other applicable state and federal laws.



WORKING CONDITIONS

- This is a remote role position. Individual must be a self-starter, require little management oversight, and have reliable Internet connectivity.
- May be asked to attend meetings in a business environment.
- The ability to sit for periods of 1 – 2 hours.
- The ability to manage multiple tasks and deadlines.
- This position may include travel within the state.

SPECIAL NOTES

As part of the hiring process, WISHIN will conduct pre-employment background checks on all applicants who accept an offer of employment. Background checks may include verification of any information on the applicant's resume or application form. All offers of employment are conditioned on receipt of a background check report that is acceptable to WISHIN.

WISHIN reserves the right to conduct a background check for current employees at any time.