



EMPLOYEE POSITION DESCRIPTION: Professional Staff (FTE)

POSITION TITLE: HIE Operations Support Specialist

SUPERVISOR'S TITLE: Chief Operating Officer

DATE: February 2023

POSITION SUMMARY

This position is responsible for supporting WISHIN's Executive and Implementation Teams. This position is charged with supporting the post-contract tasks, pre-implementation checklists and information gathering tasks, managing customer lists, and producing utilization reports, performing daily system health checks, and being the first line of customer support.

JOB RESPONSIBILITIES

The HIE Operations Support Specialist position includes the following responsibilities and functions:

- Supporting the Executive Team by:
 - Updating the WISHIN customer lists internally and on the WISHIN website.
 - Preparing and processing contracts and invoices.
 - Providing use and utilization reports.
- Supporting the Implementation Team by:
 - Coordinating with customers to schedule kickoff meetings among all stakeholders.
 - Conducting customer informational sessions and service training.
 - Analyzing incoming data and reports to support WISHIN's master patient index, patient matching, and provider directory updates.
 - Assisting in the development and delivery of training materials and training sessions to clients, as needed.
 - Supporting any WISHIN-hosted in-person or virtual meetings.



- Representing and advancing the client's interests, needs, and work processes to influence WISHIN's implementation processes.
- Performing daily, weekly, monthly system checks and reports issues, as necessary.
- Acting as the first line of support for customers – new user setup, password resets, etc.
- Performing preliminary data acquisition and pre-analysis of HL7 data, CCD v3, unstructured data from customers.
- Coordinate with WISHIN's Community Outreach Specialist on general customer engagement and recurring customer meetings.
- Coordinate communications, educate customers and other stakeholders, provide input into marketing strategies and tactics to ensure alignment and consistent messaging and branding.
- Support current and future strategic initiatives that align with WISHIN's goals.
- 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.
- Performs other duties as assigned.
- Individual must be a self-starter, require little management oversight, and have reliable Internet connectivity.

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 HIE Operations Support Specialist must be confident, detail-oriented and efficient to manage 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 HIE Operations Support 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.
- 1+ years of experience as a business, data, or technical analyst preferred.
- Strong analytical skills.
- 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.
- 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 conditional 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.