

Job Title:	HIT Implementation Specialist	Reports To:	Director of HIT Services
Location:	Chicago	Travel Required:	Yes – 20%
Level/Salary Range:		Position Type:	Full Time
HR Contact:		Date Posted:	January 3, 2018
External Posting URL:			
Applications Accepted By: Email: careers@alliancechicago.org or Fax: 312.274.0069 Subject Line: HIT Implementation Specialist			

Job Description:
<p>Position Summary: The HIT Implementation Specialist position at AllianceChicago (AC) provides hands-on experience within the Health Center Controlled Network in support of safety net community health centers who committed to leveraging Health Information Technology for patient care, quality improvement and research purposes.</p> <p>This position will provide leadership and expertise in the development of implementation materials used to support HIT adoption, process improvement, and optimization. The HIT Implementation Specialist will serve as a member of the HIT Team which consists of the HIT Application Analyst, HIT Coordinator, and the HIT Implementation Specialists. Collectively provides multi-tiered support to community health centers. This will include covering an after-hours on-call schedule and weekend support calls, attending weekly support meetings as needed, and managing an up-to-date online ticket tracking system regularly.</p> <p>Essential Duties:</p> <ul style="list-style-type: none"> • Serve as Project Lead of HIT product launches which includes: communicating with site implementation team, creating timelines and milestones for project, coordinate with internal resources at AC, create implementation checklist for all resources internal and external, and maintain ongoing communication with the site's HIT Coordinator or Director of HIT Service throughout the life cycle of the projects • Serve as a Primary Resource for the development of training programs in tandem with HIT Coordinator, Practice Transformation and Chief Clinical Officer • Establish relationships with key decision makers at new or existing community health centers to disseminate information and provide reliable expertise on HIT adoption methods • Make recommendations to decision makers on process improvements for work flow, quality management measurements and cost/benefit of implementing and using HIT • Develop and share successful strategies for implementation focusing on optimization of HIT and population health management • Through teamwork help create and deliver customized product demonstrations for new prospects or existing members as coordinated by the HIT Operations team • Design, develop, and facilitate user training for HIT optimization, may include collaboration with vendor on product specific best practices (includes site end-users and AC staff) • On occasion, collaborate with the Clinical Informatics team in testing and implementing revised/new HIT clinical content • Provide multi-level support as needed for troubleshooting and resolving application issues throughout the implementation process prior to full operational support • Consistently document, escalate and manage to resolution technical issues utilizing a ticket tracking system throughout the implementation process • Represent AC in the larger HIT community, including meeting engagements, national healthcare initiatives, and/or conferences • Express the mission, vision, and values of the Alliance and participate in other duties as assigned

Other Requirements:

- Ability to prioritize workload as appropriate to ensure on-time project completion
- Proficiency in Microsoft Office Professional products, including Visio and PowerPoint
- Excellent verbal/written communication, interpersonal, analytic, troubleshooting, and customer service skills
- Ability to multi-task and work on simultaneous projects
- Ability to function in a collaborative and collegial environment as a team player.
- Detail oriented; Highly organized; Committed to quality
- Ability to engender trust and promote team work with AC colleagues
- Proficiency with GE Centricity and/or NextGen products
- Demonstrate success facilitating internal and/or external project teams, through management of expectations and ready resolution of conflicts that may arise
- Demonstrate effective facilitating/mediating for teams and ability to manage team dynamics, both internal and external
- Provide a timely and accurate accounting of all hours worked as required by payroll accounting system

Education/Training/Experience:

- Bachelor's Degree in Liberal Arts, Public Health, Nursing, Education, or Sciences required, Masters preferred
- Training and/or certification in project management, process improvement, quality improvement, and primary care medical home recognition is highly preferred
- 3-5 years of experience as a healthcare leader/manager or consultant with experience in operations, performance, and implementation, with a focus in community health centers preferred
- 3-5 years of experience in a role supporting or implementing an Electronic Medical Record System and Practice Management System, ideally in an ambulatory care setting preferred
- 3-5 years of experience working within a Citrix environment preferred

Working Conditions:

- General office setting, extensive telephone and desk work at computer terminal
- May require up to 20% travel to meet the needs of AC and on-site implementation activities with our Health Centers
- Frequent presentation and group speaking situations
- May be required to lift, carry, bend, reach and stand with small parcels up to 25 lbs
- Will work as part of a close multidisciplinary team
- May be working during on-site visits in clinical environments and settings where medical equipment, chemicals, communicable diseases and certain pathogens may be present

ORGANIZATIONAL OVERVIEW:

Founded by four partner Community Health Centers in 1997, AllianceChicago's three core areas of focus are Health Care Collaboration, Health Information Technology, and Health Research & Education. AllianceChicago supports the use of HIT to improve quality, efficiency, and access to services in a national network of community Safety Net health care organizations. The mission of AllianceChicago is to improve personal, community, and public health through innovative collaboration.

ADA Statement: The Americans with Disabilities Act prohibits discrimination and ensures equal opportunity for persons with disabilities in employment, state and local government services, public accommodations, commercial facilities, and transportation. It also mandates the establishment of TDD/telephone relay services.

EEO Statement: AllianceChicago believes that all applicants and employees are entitled to equal employment opportunities and maintains a policy of non-discrimination with respect to religion, color, sex, sexual orientation, national origin, age, veteran status, marital status, physical or mental disability, or any other legally protected class in accordance with applicable law, except where a bona fide occupational qualification exists. AllianceChicago will comply with all phases of employment including, but not limited to, hiring practices, transfers, promotions, benefits, discipline, and discharge.

Disclaimer: The above statements are intended to describe the general nature and level of work being performed by employees assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel as qualified.