

Job Title:	Director of Health Information Technology Solutions	Reports To:	Senior Director of HIT Operations
Location:	Chicago IL	Travel Required:	
Level/Salary Range:	DOE	Position Type:	FT
HR Contact:	Claudria Hurt	Date Posted:	3/30/2021
External Posting URL:			

Applications Accepted By:

Email: careers@alliancechicago.org or Fax: 312.274.0069

Subject Line: **Director of Health Information Technology Solutions**

Job Description:

Position Summary:

The Director of Health Information Technology Solutions is an exciting opportunity to work with a Health Center Controlled Network to identify and evaluate Health Information Technology related products and services that support Community Health Center goals in advancing their strategic priorities and enhancing patient and care team experience and outcomes. You will have the opportunity to work collaboratively with AllianceChicago and its health center partners' operational and clinical leadership to understand customer needs, evaluate products and services, and develop responsive guidance and recommendations. Technology solutions include products and services related to: telehealth, patient engagement, remote monitoring, and mobile health, as well as integrated Electronic Health Record applications. Recognizing the emerging importance of digital health, a special emphasis will be placed on related consumer facing and connected technologies.

This role will work closely with internal Informatics, Information Technology, Health Information Technology Operations, and Practice Transformation teams to achieve customer goals. As a client-facing role, this position will help establish key metrics to measure and improve the success of technology solutions in alignment with customer goals and objectives.

Essential Duties:

- Collaborates closely with Community Health Center stakeholders to build relationships and understand individualized needs.
- Identifies products and services for customers' short and long-range planning and future investments to fulfill their strategic goals.
- Scans the market for new and innovative solutions to advance care delivery.
- Advises customers on mechanisms to avail new technologies that align with business goals while elevating consumer convenience, experience, and access to services.
- Assists in developing frameworks for selecting and evaluating technology solutions.
- Articulates the business case for a range of products to address community health center needs.
- Advises on specific features of technology and their related workflow considerations.
- Collaborates with technology solution partners regarding Electronic Health Record integration and optimization and translates components to the consumer impact and experience.
- Scans the technology landscape for innovative solutions, preferred vendors and opportunities for partnerships that can deliver operational and clinical objectives.

- Exhibits knowledge of reimbursement, compliance, and policy considerations that impact the investment in and implementation of technology tools.
- Identifies areas of economies of scale where the network's group purchasing power can advance the adoption of relevant technology.
- Supports opportunities to explore new technologies for research, quality improvement and innovation projects.
- Works collaboratively across internal teams to transition seamlessly from product selection to the phases of implementation and evaluation.
- Contributes to the growth and brand of the network.

Other Requirements:

- Recent healthcare focused management consulting experience in a matrixed environment.
- Powerful communication and storytelling skills, successfully applying verbal and written communications to influence partners with different points of view.
- Ability to build critical client relationships and become a trusted advisor for collaborators.
- Ability to create recommendations to drive change in a digitally enabled era, and secure buy-in for the recommendations.
- Mental curiosity to question, research, clearly define problems, and plan for innovation solutions.
- The successful candidate must not be subject to employment restrictions from a former employer that would prevent the candidate from performing the job responsibilities as described

Education/Training/Experience:

- Exceptional communication skills including the ability to synthesize complex topics and translate them to a wide range of stakeholders.
- Master's Degree and professional experience in healthcare that imparts the requisite knowledge, skills and abilities to perform the job. A Bachelor's degree in business, technical, or related is field required.
- 10 years of work experience in healthcare provider (preferably) or payer industries with responsibilities related to business models with digital tools and platforms.
- Involvement in selecting and building the road map and advising on the execution plan in at least one aspect of a digital /technology empowered transformation.
- Working knowledge of multiple Electronic Health Record platforms and patient experience interconnectivity.
- Significant experience in large complex healthcare systems with extensive operations and digital health experience.
- Experience with managing complex programs and projects specifically with a focus on customer service excellence and patient experience activities.
- Proven track record of an ability to manage large and complex projects in a consulting like environment.
- Demonstrated success in identifying high-value products and services to healthcare clients by nurturing client and prospect relationships and tailoring offerings to achieve client and business goals.
- Experience working with safety-net community health centers.

- Ability to travel in accordance with public health guidance.

Working Conditions:

- General office setting, extensive desk work at computer terminal
- May be required to lift, carry, bend, reach and stand with parcels up to 25 lbs.
- Will work in a multidisciplinary team environment

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.