

Job Title:	HIT Practice Coordinator	Reports To:	Director of HIT Services
Location:	Chicago IL	Travel Required:	
Level/Salary Range:	DOE	Position Type:	FT
HR Contact:	Claudria Hurt	Date Posted:	04/27/2021
External Posting URL:			
Applications Accepted By: Email: careers@alliancechicago.org or Fax: 312.274.0069 Subject Line: HIT Practice Coordinator			

Job Description:
<p>Position Summary:</p> <p>The HIT Practice Coordinator, under the direction of the HIT Director of Services, provides multifaceted support to health centers in the Health Center Controlled Network (HCCN). This role supports the work of the safety net community health centers to leverage Health Information Technology for patient care, quality improvement, clinic operations and research.</p> <p>The HIT Practice Coordinator will provide leadership and expertise in Practice Operations and optimization of innovations within EMR applications and enhancements used to support HIT adoption and process improvement. The Practice Coordinator will facilitate health center collaborative activities through round-tables, surveys, projects, and creating best practices for AllianceChicago (AC) supported sites, and Primary Care Association (PCA) Members in dedicated states.</p> <p>The HIT Practice Coordinator will serve as a member of the HIT Services Team which is comprised of HIT Analysts, HIT Coordinators, and the HIT Implementation Specialists. The HIT Services Team provides multi-tiered support to community health centers in the AllianceChicago network and other contracted entities. This will include covering an after-hours on-call schedule and weekend support calls as assigned, attending weekly HIT Services Team meetings as needed, and managing an up-to-date calendar and online ticket tracking system.</p> <p>Essential Duties:</p> <ul style="list-style-type: none"> • Establish relationships with key decision makers at new or existing PCA health centers to impart information and provide reliable expertise in Practice Operations, HIT optimization and overall best practices • Make recommendations to health center decision makers on process improvements for work flow, quality management measurements, and cost/benefit of implementing and optimization of HIT or other operational enhancements • Project management/Project Lead for projects relative to third party applications as well as facilitating EHRS upgrades. • Coordinate/Facilitate monthly or quarterly health center collaborative calls, care coordination round-tables, and other core service line meetings for contracted PCA's community of users • Serve as an interdisciplinary team member to develop and deliver user education and training materials, project plans, tool kits, and evaluation materials for HIT Services Team • Develop and share successful strategies for optimization of EMR, third party applications, and population health management for contracted PCAs • Function as Lead Consultant for training of athenaPractice (aP) for end users and staff on best practices via regularly scheduled Webinars and in-person/onsite trainings • In tandem with HIT Operations Team, help create and deliver customized product demonstrations for new prospects or existing members • Vet new products with HIT Operations Team to help identify best fit, innovative enhancements to current Community Health Centers within the contracted PCAs as well as current HCCN Network Members

- Develop, maintain, and employ user communication mechanisms such as newsletters, website content, and other technology-communication platforms to inform and engage PCA's end user community
- Coordinate with contracted PCAs to further healthcare initiatives as per negotiated contracts
- Review quality data of specific organizations to ensure meeting national, PCA initiatives and local requirements are on target
- Serve as a AllianceChicago Liaison to network committees and work groups, including meeting coordination, facilitation, and follow-up
- Assist the Clinical Informatics team in reviewing revised/new HIT clinical content (participate in "sprints")
- Consistently document, escalate and manage to resolution technical issues using HIT Services Team procedures
- Represent the AllianceChicago in the larger HIT community, including meeting engagements, national healthcare initiatives and/or conferences
- Express the mission, vision, and values of AllianceChicago 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
- Proficiency in Crystal Reports and/or SQL language
- Demonstrate excellent verbal/written communication, interpersonal, analytic, 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 member
- Demonstrates proficiency with details, accuracy and organization of work products and activities
- Demonstrate proficiency in archiving project work, meeting communications and requisite work product documentation for reporting to contracted PCAs
- Ability to engender trust with coworkers
- Expertise with GE Centricity and/or NextGen product line(s)
- Demonstrate ability to bridge across several internal departments as it relates to specific aspects of optimization
- Demonstrate effective facilitating/mediating for teams and ability to manage team dynamics
- Demonstrate skills and experience in negotiation, problem identification, and resolution.
- Provide a timely and accurate accounting of all hours worked as required by payroll accounting system
- Support cross-departmental initiatives and projects (training, implementation, presentations, etc) as needed

Education/Training/Experience:

- Bachelor's Degree in Liberal Arts, Public Health, Nursing, Health Care Administration, Education, Sciences required
- 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 quality improvement required
- 3-5 years of Community Health Center experience required
- 3-5 years in Operations at a Mid to Executive Level status within a health center required
- 3-5 years of experience with training development and delivery via webinars or in-person required
- 3-5 years of experience with State Dedicated Primary Care Associations or entities preferred

Working Conditions:

- General office setting, extensive telephone and desk work at computer terminal
- Frequent presentation, meeting facilitation, and group speaking situations
- May require travel up to 25% to meet the needs of AllianceChicago and for on-site optimization activities at the health centers
- 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.