

Job Title:	HIT Coordinator	Reports To:	Sr. Dir of HIT Services
Location:	Chicago IL	Travel Required:	
Level/Salary Range:	DOE	Position Type:	FT
HR Contact:	Claudria Hurt	Date Posted:	06/08/2021
External Posting URL:			
Applications Accepted By: Email: careers@alliancechicago.org or Fax: 312.274.0069 Subject Line: HIT Coordinator			

Job Description:
<p>Position Summary:</p> <p>The HIT Coordinator, under the direction of the Sr. Director of HIT 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, and research.</p> <p>The HIT Coordinator will provide leadership and expertise in the optimization of EMR applications and enhancements used to support HIT adoption and process improvement. The Coordinator will facilitate health center collaborative activities through round-tables, surveys, projects, and creating best practices for AllianceChicago (AC) supported sites.</p> <p>The HIT Coordinator will serve as a member of the HIT Team which is comprised of HIT Analyst, HIT Coordinator, and the HIT Implementation Specialists. The HIT Team provides multi-tiered support to community health centers in the AllianceChicago network. This will include covering an after-hours on-call schedule and weekend support calls as assigned, attending weekly support meetings as needed, and managing an up-to-date 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 health centers to impart information and provide reliable expertise on HIT optimization and best practices • Make recommendations to decision makers on process improvements for work flow, quality management measurements, and cost/benefit of implementing and optimization of HIT • Facilitate monthly or quarterly health center collaborative calls, care coordination round-tables, and other core service line meetings for the AllianceChicago 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 • Develop and share successful strategies for optimization of EMR, third party applications, and population health management • Train end users and staff on best practices of utilization of all applications (add-on and core) • Help create and deliver customized product demonstrations for new prospects or existing members • Develop, maintain, and employ user communication mechanisms such as newsletters, website content, and other technology-communication platforms to inform and engage HIT end user community • Review quality data of specific organization to ensure meeting national and local initiative requirements are on target

- Serve as a AC 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
- 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 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
- 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
- Ability to engender trust with coworkers
- Familiarity 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

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' experience as a healthcare leader/manager or consultant with experience in operations, performance and quality improvement, especially in community health

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.