

Job Title:	Implementation Project Manager	Reports To:	VP EMR Services
Location:	Chicago	Travel Required:	
Level/Salary Range:	DOE	Position Type:	Full Time
HR Contact:	Claudria Hurt	Date Posted:	10/21/2021
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Applications Accepted By: Email: careers@alliancechicago.org or Fax: 312.274.0069 Subject Line: Implementation Project Manager			

Job Description:
<p>Position Overview: The primary responsibility of the Implementation Project Manager (IPM) is to ensure the successful implementation of AllianceChicago's full suite of integrated services for our athenaOne CHC clients. This role will be responsible for planning, managing, monitoring and executing multiple, simultaneous engagements.</p> <p>A successful IPM is a proven leader, able to establish and maintain effective and strong internal and external relationships. The IPM drives internal and external project management and execution, through identification as a trusted advisor and the ability to work towards shared goals, timelines, teamwork, and leadership. The IPM must demonstrate sound judgement and role model self-awareness, etiquette, effective feedback, coaching and business communication. The IPM must be a self-starter, working independently with minimal guidance from others. At the same time, the IPM should be an exceptional team player, putting the success of the department and company over individual accolades. The IPM may be responsible for multiple client engagements simultaneously and initially may need to travel nationally up to 25% while building an implementation team.</p> <p>Essential Duties: 70% Implementation Project Management</p> <ul style="list-style-type: none"> • Responsible for overseeing an optimal, seamless client onboarding experience, and customer result per AllianceChicago MSO onboarding methodology; • Responsible for proactively identifying risks and barriers to timelines and deliverables, appropriately identifying mitigation strategies, and professionally communicating with stakeholders; • Ensure timely completion and accuracy of client deliverables, which includes, but is not limited to: client kickoff, practice assessment summary, and go-live support planning; • The IPM will identify internal and external resources necessary to ensure timely and successful completion of the project. Internal resources include AllianceChicago staff that have skills and/or expertise related to the project and external resources include technology vendors staff and consultants. • Directly accountable for the cross departmental coordination of teams to ensure timely completion of all additional implementation related tasks; <ul style="list-style-type: none"> • Sponsor kick off call alongside RCM partner and athenahealth and outline of expectation setting • Assign MSO Core Project Leads for the following threads of work: <ul style="list-style-type: none"> ✓ Organizational Readiness ✓ Technical Infrastructure - clinical ✓ Data Migration ✓ Clinical Build ✓ Quality Management/P4P ✓ Interfaces - clinical ✓ Patient Engagement ✓ Reporting

- ✓ Training
- ✓ Go-Live Support
- ✓ Post-Live Customer Success
- ✓ Identify, train, maintain clinical SMEs and athenaNet end users
- Ensure clear definition of clients' implementation responsibilities and that AllianceChicago/athenaHealth's responsibilities with each client are articulated (you do, we do, they do model);
- Actively engage client project leadership to influence and guide strategic decisions;
- Take a leadership role in addressing difficult project situations;
- Liaise with athenaHealth and client leaders to build a strong partnership foundation upon which the customer's relationship with AllianceChicago and vendor partners will grow;
- Devise approaches to successful deployment in unique and complex client situations;
- Approve project related expenses within the guidelines of the AllianceChicago Travel and Expense policy, and the customer contract;
- Serve as the escalation point for Implementation Project Analysts (Enrollment, Integration, Professional Services), and client leadership;
- Accountable for implementation timeline and milestone adherence;
- Participate in onsite/virtual kick-offs and project governance for clients ensuring a clear understanding of client's key metrics and partnership goals;
- Understand and ensure the implementation of clients' contracted commitments;
- Lead the implementation consisting of practice assessment/recommendations and establishment of project governance;
- Ensure a clear understanding of client's key metrics prior to an implementation and determine clear quantifiable expectations for the customer once fully implemented.
- Ensure go-live support and training plan meet the standards established by AllianceChicago and client contract;
- Proactively identify and clarify and verify significant deviations from agreed upon, contractual onsite client scope;
- Provide onsite support during the "go live" period, if required;
- Provides clear communication internally and externally, sharing insights to enhance results.

15% Team Leadership and Development

- Mentor and coach Project Analysts in their professional growth and specifically in the performance of their project management, workflow development, and implementation tasks;
- Demonstrate diagnostic listening skills and align process, people, and resources to meet anticipated needs and goals;
- Enforcement of AllianceChicago policies and procedures as articulated in the AC policies and procedures document housed in the Employee Navigator Portal;
- Demonstrate ability to balance and navigate the needs of clients and team;
- Assist directors in organizing, facilitating and leading team meetings;
- Assess goals and development needs of the department and team and suggest experiences that will drive engagement and role satisfaction.

15% Contributing to Internal Process/Success/Culture

- Participate in internal department initiatives to build and/or refine tools and processes that support AllianceChicago's organizational goals and needs;
- Stay abreast of current business trends in both the healthcare and technology marketplace;

Other Duties:

Behaviors & Abilities Required:

- Addresses situations before they become crises and develops solutions to avoid recurrence;
- Demonstrated ability to exude empathy, be clear, concise, and consultative in written and verbal communications and presentations;
- Demonstrate excellent active listening skills, use of paraphrasing and other techniques;
- Demonstrated ability to adapt quickly and thrive in an environment of change and ambiguity
- Seamlessly adjust to new work structures, processes, work teams, and client cultures;

- Demonstrated ability to influence and persuade others by challenging the status quo and respectfully consulting with others to drive adoption of change, processes, timelines, and tools;
- Work efficiently, sometimes without complete information to close gaps and meet the needs of internal stakeholders and clients alike;
- Possesses acute self-awareness and is able to adapt to support a vision/ goal larger than oneself;
- Help achieve department scorecard metrics, such as revenue implemented, cycle time, and client satisfaction;
- Strong computer literacy and the comfort, ability and desire to advance technically;
- Enforcement of the company's policies and procedures as articulated in the Policy Manual, Compliance Plan and any other departmental policy documents;

Content Mastery

- Solid understanding of the entire client life-cycle, including sales, implementation, and account management;
- Solid mastery of revenue cycle management, clinical cycle, and clinical practice operations;
- Solid understanding of the implementation process and the various interdependencies between operations and technology both internal and external;
- Solid understanding of internal operations and their support of and service to clients.

Education/Training/Expertise:

- Bachelor's Degree required and relevant Advanced Degree strongly preferred;
- Healthcare, medical group operations and/or medical billing/clinic experience in operations, performance and quality improvement required; FQHC experience preferred
- Demonstrated project management skills including the ability to navigate complex politics, project plans, timelines, identify and mitigate risks, and accurately manage to plan and within budget;
- Training and/or certification in project management, process improvement, quality improvement preferred.
- Demonstrated ability to lead a team of cross-functional, cross organization teams accountable toward a goal;
- Proficient in Microsoft Office applications.

Experience/Years:

- 5+ years of project management experience, including management of projects with significant scope and cross-functional interdependencies;
- Minimum 2 years of being the directly responsible individual for leading a team through complex projects;

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.