

JOB DESCRIPTION

CHIE Director

Reports to: Chief Data & Privacy Officer

FLSA Classification: Exempt

Salary Range: \$99.8 - 129 - 159k / yr

Remote or Hybrid



www.uhin.org/careers

Job Summary:

This position oversees the Clinical Health Information Exchange (CHIE) to ensure it is functioning as expected and addressing issues, bugs, or needed enhancements. The CHIE director sets the strategic direction for the CHIE, oversees stakeholder engagement, and explores potential enhancements or related products that may provide value to the healthcare ecosystem. This position should be able to bridge between business and technical staff and customers.

Qualifications - Education, Experience and Skills:

Required qualifications:

- All items in the skills and abilities section.

Preferred qualifications:

- 10 or more years experience in a health related field
- 10 or more years experience overseeing information systems or information technology
- 10 or more years experience with healthcare interoperability

Education:

Required: BA/BS in a related field

Preferred: MA/MS in a related field including a healthcare, informatics, or administration

Equivalent combination of education and/or work experience in related field may be substituted

Experience:

- 5 or more years experience in a health related field
- 5 or more years experience overseeing information systems or information technology
- 5 or more years experience with healthcare interoperability

Skills & Abilities:

- Be a team player who works across teams and functions
- Excellent verbal and written communication and presentation skills
- Project management experience
- Knowledge of Health Information Exchanges
- Understanding of security, privacy & compliance within an IT or healthcare company
- Knowledge of healthcare interoperability exchange standards HL7, CDA, FHIR combined with RESTful APIs, USCDI
- Knowledge of vocabulary and coding standards including ICD-10, LOIC, SNOWMED-CT, CPT
- Act to support UHIN's mission; develop and maintain the trust of our community of members.
- Follows direction from supervisor but also able to prioritize assigned tasks.
- Actively holds self-accountable to commitments and is able to regularly communicate this accountability to manager
- Working knowledge of healthcare (HIPAA Regulations, PHI, etc.)
- Excellent documentation skills with strong attention to detail and well organized
- The ability to listen to and understand information and ideas presented through spoken words and sentences.
- The ability to read and understand information and ideas presented in writing.
- The ability to communicate information and ideas in speaking so others will understand.
- The ability to communicate information and ideas in writing so others will understand.
- The ability to come up with a number of ideas about a topic (the number of ideas is important, not their quality, correctness, or creativity).
- The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.
- The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.

- The ability to apply general rules to specific problems to produce answers that make sense.
- The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).
- The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- The ability to generate or use different sets of rules for combining or grouping things in different ways.
- The ability to choose the right mathematical methods or formulas to solve a problem.
- The ability to add, subtract, multiply, or divide quickly and correctly.
- The ability to identify or detect a known pattern (a figure, object, word, or sound) that is hidden in other distracting material.
- The ability to concentrate on a task over a period of time without being distracted.
- The ability to shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources).
- The ability to see details at close range (within a few feet of the observer).
- The ability to identify and understand the speech of another person.
- The ability to speak clearly so others can understand you.
- Understanding written sentences and paragraphs in work related documents.
- Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Communicating effectively in writing as appropriate for the needs of the audience.
- Talking to others to convey information effectively.
- Using mathematics to solve problems.
- Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Understanding the implications of new information for both current and future problem-solving and decision-making.
- Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.
- Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.
- Being aware of others' reactions and understanding why they react as they do.
- Adjusting actions in relation to others' actions.

- Persuading others to change their minds or behavior.
- Bringing others together and trying to reconcile differences.
- Teaching others how to do something.
- Actively looking for ways to help people.
- Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
- Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.
- Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.
- Managing one's own time and the time of others.
- Determining how money will be spent to get the work done, and accounting for these expenditures.
- Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.
- Motivating, developing, and directing people as they work, identifying the best people for the job.
- Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.
- Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.
- Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
- Knowledge of applications and programming.

Job Responsibilities & Duties:

- Provides leadership for the CHIE team
 - Understands who is part of the CHIE team and what functions they do

- Facilitates the coordination of the team members to support the needs of the CHIE
- Facilitates coordination of the team with other UHIN teams such as Enrollment, Customer Success, Customer Service, DevOps, Marketing, etc.
- Oversees performance of staff within their chain of command
- Works with other managers as needed to address performance concerns
- Aligns goals for the CHIE with UHIN goals
- Provides mentorship and supports employee development
- Ensures compliance with federal and state laws and standards
- **Oversee all aspects of the CHIE**
 - Is knowledgeable about the CHIE and how it functions
 - Ensures the CHIE team keeps the product operating with minimal downtime
 - Considers sustainability of the CHIE and what needs to happen to maintain the viability of it for the foreseeable future
 - Ensures spending is within budget. If there are concerns of a deficit notifies supervisor and Chief Financial Officer as soon as possible
 - Establishes priorities of tasks in alignment with goals for UHIN and the CHIE
 - Responds to requests or questions regarding the CHIE
- **Establish CHIE goals for improving product**
 - Works with Chief Data Officer to establish short, medium, and long term strategic goals for the CHIE
 - Execute special business projects as needed to support UHIN or CHIE initiatives
 - Maintain knowledge of federal and state laws or requirements related to health information exchange, health data exchange and interoperability
 - Assess needs of end users and evaluate the ability of the product to meet their needs.
 - Establishes metrics to assess product and team performance
- **Communication & Stakeholder relationships**
 - Keep supervisor informed of CHIE
 - Ensuring the Executive Team are informed of CHIE status and related projects
 - Responds to executive or manager requests for information regarding the CHIE
 - Advise the board of directors on CHIE activities
 - Reports on CHIE Metrics
 - Maintain positive relationships with internal and external stakeholders

- Collaborates with National agencies and other HIEs
- Provides presentations or demonstrations of the CHIE products
- Participates in committees or workgroups as needed.

Management Responsibilities:

- This position may have 2 or more direct reports.

Benefits:

- Flexible work-life balance with plenty of PTO
- Benefits package (Medical, Dental, Life, 401k Match)
- Fully stocked break room free of charge, employee weekly lunch
- Fully remote or Hybrid
- Hybrid schedule (collaboration days onsite come Mondays and Tuesdays and then remote)
- Monthly reimbursement for data plan
- Gym discount for employees in UT
- Welcome you into one of the best company cultures!

About UHIN

What if you could use your talent to have a positive impact on healthcare? As a nonprofit, Utah Health Information Network (UHIN) is a health information technology (HIT) company that is making a difference by breaking down the barriers & inefficiencies that exist in healthcare. We offer affordable technology products that allows providers, payers, and patients to securely run their business, take care of patients, and improve affordability.

Why work here? We are an innovative organization recognized for being one of the nation's leaders in standardized information exchange. So how do we do it? It's no secret, we owe the past 30 years of our success to our outstanding and talented team members.

How is Our Technology Used? We aggregate, transform, and exchange large amounts of healthcare data. Our data significantly helps the biggest healthcare organizations in the world make decisions.

Additional Information

- No Travel requirements.
- The position has remote and flex-work policies.
- Disability accommodations.

- We are technologists and innovators committed to the pursuit of equitable healthcare. But health equity is not possible without representation. Our commitment to diversity goes beyond demographics or checking boxes. Our people must reflect the diverse identities, experiences and backgrounds of the communities and customers we serve – because that’s what our society, colleagues and communities deserve.
- This position may be exposed to PHI on a regular basis; however, only accesses the minimum necessary for completing tasks. In doing so, this position must comply with all UHIN Policies and Procedures with specific regard to PHI Privacy and Security sections and maintain confidentiality regarding the information being processed, stored, or accessed by the network.

Disclaimer

This job description is not a contract. The employer shall, in its discretion, modify, or adjust the position to meet the company’s changing needs.

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hr@uhin.org

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