Ohio Health Information Partnership
CliniSync Community Project Manager, Northwest Ohio
Job Description

Job Title: Community Project Manager, Northwest Ohio
Reports To: Director of Client Experience
Prepared Date: August 2018

Summary:

The Ohio Health Information Partnership is a nonprofit organization based in Hilliard, OH. The Partnership operates in the Health Information Technology industry under the CliniSync brand, developing and implementing Health Information Exchange solutions. The CliniSync HIE solutions connect hospitals, physicians, and other providers to pertinent information to improve patient care.

The Community Project Manager (CPM) must be a professional, highly motivated self-starter with excellent interpersonal skills who also exhibits a technical aptitude. The primary focus of the Community Project Manager is to initiate and complete the onboarding of HIE Solutions to interested regional clients in an Account Manager as well as Project Manager role. The Community Project Manager will engage with regional hospitals to coordinate community projects among hospitals, practices, and other organizations that leverage CliniSync solutions. The CPM is responsible for building/fostering a positive relationship with all CliniSync participants.

A CPM is assigned to a primary region but will be flexible by traveling to other regions as is necessary. The Northwest Ohio CPM may spend several days visiting participants, but may otherwise be based in the Hilliard, OH office.

Essential Duties and Responsibilities:
- Mutually coordinate a community Project plan with contracted hospitals in region and collaborate with CliniSync technical resources and project managers to execute the hospital projects through project conclusion
- Participate in or lead project status and account touchpoint meetings with hospitals, practices, and other participating CliniSync organizations as required
- Share CliniSync marketing materials and perform solution demonstrations to interested regional clients as needed
- Communicate regularly with Communications Specialist regarding feedback on marketing materials
- Initiate and manage projects for onboarding of web-based solutions (such as CHR, Notify, Direct Messaging, iNexx, etc.); and transition the client to Support at project conclusion
- Initiate and manage technical results delivery projects to regional practices, hospitals, and other healthcare entities; and transition the client to Support at project conclusion
- Act as a conduit between the CliniSync Integration team and client when pursuing technical solutions new to OHIP (such as CCD publishing and CCD query projects), initiating the project with the client and transitioning the client to Support at project conclusion
- Provide status updates on client progress to peers for both Account Management and Project Management related duties

- Act as a resource to CliniSync's support staff to assist in coordinating ticket resolution for participants
- Assist participants in using the CliniSync support portal
- Document all activity with leads and participants in the CRM
- Support projects by identifying inefficiencies and recommending solutions
- Participate in project status meetings with hospitals, practices and other participating CliniSync organizations
- Provide support in the absence of peers outside of assigned community
- Coordinate communications between CliniSync and regional community
- Respond to customer questions and concerns with speed and professionalism
- Perform other duties or special projects as requested

Education and/or Experience:
- Degree from an accredited college or university and a minimum 4 years related experience in the healthcare field

OR

- Minimum of 6 years related experience in the healthcare field

Computer Skills:
To perform this job successfully, the individual should possess proficient skills in the following:

- Microsoft Office software (Outlook, Power Point, Word, Excel, Access)
- Strong understanding and/or willingness to learn appropriate CliniSync software applications, EHR software and/or physician practice management required
- Understanding of CRM and database management preferred

Other Skills and Abilities:
- Ability to travel for day trips within Ohio
- Strong team player with the ability to work independently
- Self-motivated, self-starter, independent worker
- Ability to demonstrate skills in analysis, organization, prioritization, leadership, project management, and communication methods utilizing tools and techniques associated with products such as Outlook, Word, Excel, PowerPoint, Project, etc
- Ability to manage projects of varying technical requirements and knowledge
- Demonstrate ease in exercising professional poise, initiative, good judgment, good problem solving, change management and decision making
- Ability to work well with people from many different disciplines with varying degrees of technical and healthcare expertise
- Strong written and verbal communication skills
- Knowledge of healthcare environment, with the focus on Ohio
- Ability to collaborate with a broad project team and respond to time-sensitive situations
- Show flexibility and adaptable in changing priorities under tight deadlines
- Possess strong organizational skills and be detail oriented
- Demonstrate ability to work cooperatively with others (peers and management)