



Ohio Health Information Partnership / CliniSync

Job Title: CliniSync Community Project Manager
Reports To: Director of Client Experience

Our Organization

The Ohio Health Information Partnership is a nonprofit participant-driven organization that is committed to improving the care, equity, and health disparities for all Ohioans, regardless of demographic or socioeconomic status. We accomplish this by facilitating the exchange of health and other critical information among participants in a private and secure manner.

The Ohio Health Information Partnership operates in the Health Information Technology industry under the **CliniSync** Health Information Exchange (HIE). Through the CliniSync brand, we develop and implement Health Information Technology (HIT) solutions that connect hospitals, physicians, and other providers to improve patient care. CliniSync is one of the largest HIEs in the country and engages in cutting edge technology to achieve its mission as an industry leader.

Visit our website: <http://clinisync.org/>

Our Culture

The culture at The Ohio Health Information Partnership reflects a friendly, collaborative, and learning environment and is comprised of hard-working and dedicated team members. We offer opportunities for growth as the company continues to play a role in improving quality of healthcare throughout the state.

In-Office/Remote Work:

- The CPM may work remotely with travel to the home office in Hilliard, OH, or client locations as needed

Additional Benefits:

- Goal-based bonus program
- Medical, dental, and vision coverage
- Health Savings Account (HSA)
- Retirement Package
- PTO for all major holidays
- 4 weeks of additional PTO per year

The Position

Employees are encouraged to apply their own unique strengths and interests to this position while still covering all essential responsibilities.

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 products to interested assigned clients in an Account Manager as well as Project Manager role. The Community Project Manager will engage with assigned hospitals to coordinate projects among hospitals, practices, and other organizations that leverage CliniSync solutions.

In addition to managing projects of significant volume for a variety of products with varying degrees of technical requirements, the CPM is responsible for building/fostering a positive relationship with all CliniSync participants. A CPM is assigned specific clients, often focusing in specific regions, but will be flexible by traveling to other regions as is necessary.

Essential Duties and Responsibilities:

- Mutually coordinate community project plans with contracted hospitals and collaborate with fellow CliniSync colleagues to execute the hospital projects through project conclusion
- Initiate, lead, or assist with new client scoping, contracting, and onboarding
- 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 assigned clients as needed
- Initiate and manage projects for onboarding of web-based solutions for practices, hospitals, and other healthcare entities
- Initiate and manage technical HL7 results delivery projects for practices, hospitals, and other healthcare entities
- Assist in scoping client needs and technical vetting when client is pursuing technical solutions new to the organization
- Provide status updates on client progress to peers for both Account Management and Project Management related duties
- Coordinate efforts between the hospital and integration team to provide a cohesive understanding of participant requests/needs involving both teams.
- 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
- Effectively manage and support projects by identifying inefficiencies and recommending solutions
- Participate in project status meetings with hospitals, practices, and other participating organizations
- Provide support in the absence of peers outside of assigned accounts
- Coordinate miscellaneous communications between CliniSync and assigned accounts
- Respond to customer questions and concerns with speed and professionalism
- Provide pertinent feedback from assigned accounts to internal parties for improvement opportunities and/or material development opportunities
- Collaborate with Client Experience team and other co-workers to achieve annual company-wide goals
- 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, or possess a minimum of 6 years related experience
- Education/experience in customer relations is highly preferred
- Experience with or understanding of health care organization operations and/or HIT operations preferred

Required Technology/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
- Understanding of HL7 language(s) and the corresponding transport protocols Including all versions of HL7(primarily 2.3 & 2.5) preferred

Other Desired 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)

Submit application by providing resume to Victoria Minnich at vminnich@ohionline.org.