



# healthcurrent

## Account Manager

Job Title: Account Manager  
Reports to: Senior Manager, Account Management  
FLSA Status: Full-Time, Exempt

### Summary

The Account Manager is responsible for all aspects of a customer's relationship with Health Current. They work closely with all customer-facing departments to ensure that each customer receives the highest standards of service. They focus on establishing and maintaining relationships with key clinical, business, financial and technical decision makers to ensure that there is a complete understanding of Health Current and its services. The Account manager serves as the customer's advocate to ensure that all departments understand the customers' requirements and respond with the right quality of service. Additionally, The Account Manager in conjunction with the assigned Project Manager is responsible to ensure the successful adoption and use of Health Current's suite of products and services.

At the request of the custom the Account Manager may assist with the analysis of various workflows to develop and recommend practices and procedures that focus on the effective use of electronic patient data within the workflows to aid in improving care delivery and coordination, enhancing safety, increasing productivity, and reducing costs.

### Duties and Responsibilities

- Build trust and strengthens relationships by keeping customers informed on the way existing and emerging Health Current technologies and services can help their organization
- Research industry best practices in the use of electronic patient data within hospitals, clinics and other health care settings
- Prepare briefings on the business, technical and financial benefits of technology and collaborate with customers to develop customized solutions
- Serve as the lead point of contact for all product and service matters specific to the customer
- Facilitate communication between Health Current project team members and customer clinical and operational staff including key stakeholders such as physicians and nurses
- Coordinate with Health Current and customer the development of a customer specific education, training and support program
- Build and maintain strong, long-lasting customer relationships, develop a trusted advisor

relationship with key clinical and executive customer leaders

- Ensure the timely and successful delivery of services per customer needs and objectives
- Coordinate with project management staff to identify, manage, communicate and mitigate risks/issues throughout the implementation process
- Prepare reports on account status
- Assist with high severity requests or issue escalations as needed
- Assist with troubleshooting of operational and functionality
- Coordinate efforts with other Health Current and customer staff to review, document and understand the customer's clinical practice workflows, patient interactions and how electronic patient data supports those processes
- Assist customer staff with the analysis of community and industry best data use practices identifying the gaps between their current processes and the best practices
- Assist in development and maintenance of education and training programs and materials targeted for clinical and support staff for each Health Current product and service
- Assist management with development and implementation of operational plans for new and existing business and clinical applications including preparation of new user identified requirements
- Performs other related duties as assigned

### **Qualifications**

To perform the job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Skills**

- Working knowledge of clinical practice processes of the various care settings
- Strong analysis and process/workflow redesign skills
- Strong written and verbal communication skills
- Strong analytical and organizational skills
- Strong understanding of the "team dynamic" and the ability to lead groups
- Ability to anticipate problems and take decisive action, giving regard to impact on all stakeholders
- Ability to prioritize and manage multiple tasks and allocate assigned resources to ensure projects are efficiently and effectively completed
- Ability to manage competing priorities in a complex and dynamic environment

- Ability to devise creative clinical, business and operational solutions
- Ability to convey a strong presence and professional image
- Ability to work in a fast-paced and rapidly changing environment and consistently meet strict deadlines
- Ability to work independently as well as ability to effectively work in a team environment and maintain strong working relationships
- Understanding of CMS' Meaningful Use requirements and related metrics; knowledge of other related CMS programs (i.e. PQRS) preferred
- Advanced knowledge of Microsoft office toolset (Word, Project, Excel, and PowerPoint required, Visio preferred)

### **Education/Experience**

Strong healthcare experience required in a health system, hospital, physician practice or pharmacy setting. Prior experience in account management within a technical setting preferred. A Bachelor's degree in a health care related discipline desired. The successful candidate should possess experience in one or more of the following areas:

1. Behavioral Health
2. Meaningful Use registration and attestation
3. EMR implementation

### **Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. This includes availability to work non-regular hours as necessary, ability to periodically drive to and from clients, conferences and events, and limited travel. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. An employee must occasionally lift and/or move up to 30 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Specific vision abilities required by this job include close vision and ability to adjust focus. While performing the duties of this job, the employee is regularly required to stand, walk, sit, use hands and talk or hear.