HIE Workflow Specialist

Job Title: HIE Workflow Specialist  
Reports To: Senior Manager, HIE Workflow Services  
FLSA Status: Full-time, Exempt

Summary
The HIE Workflow Specialist provides consulting services to Network Participants, including hospitals, practices and other post-acute care settings centered on the successful adoption and use of The Network’s suite of products and services. The position will lead activities to analyze and measure the effectiveness of existing clinical processes and workflows in obtaining and effectively utilizing electronic patient data. This position is based in Phoenix, Arizona.

Duties and Responsibilities

- Collects and analyzes workflow data from diverse provider types including behavioral health, primary care and specialty practices to initiate, develop and recommend practices and procedures that focus on the use of electronic patient data to improve care delivery and coordination, enhance safety, increase productivity, and reduce costs
- Leads efforts for the development and implementation of workflow solutions and workflow redesign
- Builds knowledge of the clinical organizations, processes and customers
- Research industry best practices in the use of electronic patient data within hospitals, clinics and other health care settings
- Review, document and thoroughly understand the customer's clinical practice, patient interactions and how the electronic patient data supports those processes
- Lead participant staff through workflow redesign by identifying the gap between current and best practice workflows
- Coordinate Network participant staff with design, education, training and support of their various clinical workflow data needs
- Facilitate communication between project team members and Network participant clinical and operational staff including key stakeholders such as physicians and nurses
- Maintain familiarity with The Network’s products and services in order to provide customer support in troubleshooting functionality and providing support and direction in the effective use of electronic patient information
- Assist in development and maintenance of training programs and materials targeted for clinical and support staff for each HIE product and service
- Assist the participant with the use of electronic patient data in their current and revised
workflows

• Assist participants to support the expanded use of electronic patient data in the delivery and coordination of care

• Coordinate with project management staff to identify, manage, communicate and mitigate risks/issues throughout the implementation process

• 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 either a health system, hospital, or physician office as a practice manager or as a lead medical assistant. The successful candidate should possess experience in one or more of the following areas:

1. Behavioral Health
2. Meaningful Use registration and attestation
3. Physician office EMR applications and interfaces

A Bachelor's degree is desirable but not required.

**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.