



Position/Job Title: Health Information Systems Manager
Reports to: Associate Executive Director
Posting Date: 12/08/2020
Job Code: 410
Pay Class/Status: Management - Exempt

Summary:

Reporting to the Associate Executive Director, the Health Information Systems Manager is responsible for leadership, planning, strategy implementation, and oversight of Integrated Health Partners' (IHP) day-to-day activities related to health information systems (HIS), data collection, analytics, reporting, and hardware. The HIS Manager understands customer needs and provides support to member practices in providing efficient, evidence-based, and cost-effective care. The Manager facilitates collaboration within the organization, the community, and regional and state organizations to support IHP's mission and strategic initiatives.

Manager Responsibilities & Expectations:

While a Manager in any functional area has specific responsibilities related to his/her areas of responsibility, his/her greatest and first priority is performance as a leader. The following responsibilities and expectations describe how the Manager fulfills his/her responsibilities inherent in the role of leader.

1. Establishes a unifying vision for his/her team that supports IHP's mission and strategic plan.
2. Serves as a model for his/her team and other IHP staff related to IHP's culture and expectations related to the foundations of a highly functioning team. Behaves in a manner reflective of IHP's mission, vision, values, context, and standards of behavior.
3. Mentors and guides his/her staff in professional development while timely addressing concerns related to skills and behavior.
4. Builds a cohesive team that supports one another and functions in collaboration with other teams and workgroups within IHP.
5. Fosters open and productive communication with staff, management, and external partners.
6. Establishes personal and team goals in alignment with IHP's mission and strategic initiatives, monitors progress, and adjusts as appropriate.
7. Develops a thorough understanding of the organizational financial implications of his/her lines of business. Utilizes financial information to make high-quality decisions.
8. Provides the executive management team with routine performance reports related to functional areas of responsibility and participates in related planning.

9. Participates in and contributes to a high-functioning management team with fellow Managers.

Essential Functions:

1. Develops, leads, coordinates, and implements organizational strategy and improvement efforts related to health informatics and data analytics. Develops and implements actions to meet payer and other program metrics specific to efficient and effective data capture, analytics and reporting. Tracks progress to identify impact of interventions.
2. Fosters innovation and problem solving with staff and ensures collaboration and coordination between quality improvement and population health staff, related project teams, and other functional areas of IHP.
3. Understands and anticipates customer needs to ensure that team members and their work products provide value to practices and result in evidence-based and cost-effective care.
4. Develops, audits, and monitors incoming and outgoing data interfaces.
5. Ensures data integrity and security in accordance with payer and regulatory requirements.
6. Presents data and recommendations internally, to member practices, community organizations, and other state and national organizations.
7. Oversees and manages all HIS vendor and equipment licenses and contracts. Manages software, hardware, and related equipment.
8. Serves as subject matter expert in areas that support the practices, in health plan, state, and government incentive programs. Develops and supports new business lines as opportunities arise.
9. Monitors industry trends and keeps practices and customers abreast of developments.
10. Anticipates future needs of practices and customers, identifying opportunities where IHP can support practices in meeting quality and utilization metrics and other program requirements.
11. Develops and maintains new and existing collaborative relationships with providers and their staff, health plans, community stakeholders, and state-wide partners.

Additional Responsibilities/Duties:

(The following examples are intended to be descriptive but not restrictive.)

1. Develops plans of action and conducts evaluation, data analysis, surveys, focus groups, or other means of obtaining input on continuous improvement and new program development.
2. Ensures documentation of HIS processes are accurately and completely captured.
3. Maintains a broad working knowledge of health information management, developing health care industry and HIS trends, related regulations and laws, and best practices.
4. Ensures health information systems are compliant with delegation agreements, laws, and regulations, including HIPAA and HITECH and are protected from breaches and cyber-attacks.
5. Maintains a broad view of health care issues and changes that may impact IHP and its owners.
6. Represents IHP on state, regional, and community groups.

7. Demonstrates commitment to providing outstanding customer service in a manner that is reflective of IHP's mission, vision, values, organizational context, and customer service standards.
8. Maintains a working knowledge of applicable Federal, State and local laws and regulations, IHP's Compliance Program & Code of Conduct as well as other policies and procedures, in order to ensure adherence in a manner that reflects honest, ethical and professional behavior.

Education/Experience (Minimum Requirements):

Bachelor's degree in information technology, information systems, or another related field required. Strong working knowledge and experience in health information systems, health analytics, business analytics, or a related field is essential. SQL, Microsoft Access, Tableau, and Office 365 experience preferred.

Minimum five years of professional experience with health information systems, health care data analytics, and project management, with minimum two years of management experience.

Professional Competencies, Licensure/Certification, Etc.:

Competencies:

Communication	Grammar and spelling skills
Interpersonal skills	Problem solving skills
Customer relations skills	Organizational skills
Computer skills	Analytical & math/computational skills
Microsoft Excel, Word, Access, PowerPoint	Time management skills
Demonstrate and maintain high level of accuracy	Public Speaking
Conflict resolution skills	

Licensure/Certification: N/A

Work Environment:

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

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.

This is largely a desk-bound role; however, frequent movement throughout the office is required. Frequent sitting, standing, and walking are daily activities. Some bending and filing may be required. This would require the ability to lift files, open filing cabinets and bend or stand as necessary

Position Type/Expected Hours of Work:

This is a full-time position. Days and hours of work are Monday through Friday. Hours of operation are typically 8:00 a.m. to 5:00 p.m. with some scheduled evening events. Work hours may vary by position with some positions requiring extended workdays depending on business needs. A typical work week for an exempt position averages 45 hours worked per week.

Travel:

This position requires up to 15 percent travel. Majority of travel will be in Southwest Michigan; however, additional travel may be required as needed.

Accountability/Authority:

The Health Information Systems Manager has the authority to act in good faith, while making ethical business decisions for IHP that may impact IHP's financial and strategic goals as it relates to creating new and building existing relationships with community partners; and establishing opportunities for developing new lines of business. This position requires a high level of demonstrated confidentiality, leadership skills, and decision-making ability.

The above statements are intended to describe the general nature and levels of the work performed and are not exhaustive lists of all duties, responsibilities, knowledge, skills, and abilities and working conditions associated with the job. As changes occur IHP reserves the right to modify the above description.