



Position/Job Title: Health Information Systems Manager
Reports to: Director of Operations
Posting Date: 11/19/2021
Job Code: 410
Pay Class/Status: Management - Exempt

Summary:

Reporting to the Director of Operations, 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), database management, data collection, analytics, reporting, and hardware. The HIS Manager establishes vision and guides the organization toward the adoption of new technologies to meet business needs and improve existing processes. 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 improvements efforts related to data management and reporting, health informatics and data analytics. Tracks progress to identify impact of interventions on payer incentive programs.
2. Guides the organization in the adoption of new "forward-looking" technologies such as cloud-based data systems to meet current and future business needs and to improve existing processes.
3. Manages Microsoft Access databases supporting business operations, including credentialing, care management, health coaching and utilization management.
4. Collaborate with the HIS team to identify database requirements by interviewing customers and analyzing department applications, assist with programming, and perform daily operations. Manage the evaluation of existing systems and the design of proposed systems.
5. Leads development, monitoring and reporting related to Michigan Health Information Network (MiHIN) use cases.
6. Ensures data integrity, including validation of data through interfaces with electronic health records and other outside sources.
7. Fosters innovation and problem solving with staff and ensures collaboration and coordination between quality improvement, analytics, and population health staff, related project teams, and other functional areas of IHP.
8. 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.
9. Develops, audits, and monitors incoming and outgoing data interfaces.
10. Ensures data integrity and security in accordance with payer and regulatory requirements.
11. Presents data and recommendations internally, to member practices, community organizations, and other state and national organizations.
12. Oversees and manages all HIS vendor and equipment licenses and contracts. Manages software, hardware, and related equipment.
13. 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.
14. Monitors industry trends and keeps practices and customers abreast of developments.
15. Anticipates future needs of practices and customers, identifying opportunities where IHP can support practices in meeting quality and utilization metrics and other program requirements.
16. 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. Participates fully as a member of the Health Information Systems team, including participating in culture development and building a strong team for delivering IHP's mission.
8. 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.
9. Identifies opportunities for continuous improvement, develops related plans of action, and implements process and documentation improvements.
Committed to continuing professional development.
10. 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.
11. Performs related duties as assigned.

Education/Experience:

Required Education and Experience:

1. Bachelor's degree in information technology, information systems, or another related field.
2. Minimum of five (5) years of professional experience with health information systems, health care data analytics, business analytics and/or project management.
3. Minimum of two (2) years of management experience.

Preferred Education and Experience:

1. Five (5) years of programming experience.
2. Five (5) years of strong work experience in relevant information systems, including but not limited to, SQL Server, Microsoft Access, VBA/SQL Coding, Tableau, and Office 365.

Professional Competencies, Licensure/Certification, Etc.:

Competencies:

Communication

Grammar and spelling skills

Interpersonal skills
Customer relations skills
Computer skills
Microsoft Excel, Word, Access, PowerPoint
Demonstrate and maintain high level of accuracy
Conflict resolution skills

Problem solving skills
Organizational skills
Analytical & math/computational skills
Time management skills
Public Speaking

Licensure/Certification: N/A

Other Requirements:

This job may have additional requirements for working on-site or embedded within a member practice or business partner and will be considered an alternate work site. Additional requirements may vary based on facility or regulatory requirements for the alternate work site.

For the health and safety of our workforce and our community, all employees of Integrated Health Partners are required to be fully immunized for COVID-19.

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.