

**Ohio Health Information Partnership
CliniSync Outreach Manager, Central Ohio
Job Description**

Job Title: CliniSync Outreach Manager, Central Ohio
Reports To: Director of Client Experience
Prepared Date: April 2018

Summary:

The Ohio Health Information Partnership is a nonprofit organization based in Hilliard, OH. The Partnership operates in the Health Information Technology industry under the CliniSync brand, developing and implementing Health Information Exchange solutions. The CliniSync HIE solutions connect hospitals, physicians, and other providers to improve patient care.

The CliniSync Outreach Manager must be a professional, highly motivated self-starter with excellent interpersonal skills who also exhibits a technical aptitude. The primary focus of the Community Outreach Manager is to initiate and complete the onboarding of HIE Solutions to interested regional clients in an Account Manager and/or Project Manager role. The Community Outreach Manager will engage with regional hospitals to coordinate community projects among hospitals, practices, and other organizations that leverage CliniSync solutions. The Outreach Manager is responsible for building/fostering a positive relationship with all CliniSync participants.

An Outreach Manager is assigned to a primary region but will be flexible by traveling to other regions as is necessary. The Community Outreach Manager will also be trained within the first year to manage some technical projects for interested regional clients. An Outreach Manager may spend several days visiting participants, but will otherwise be based in the Hilliard, OH office.

Essential Duties and Responsibilities:

- Mutually coordinate a community outreach plan with contracted hospitals in region
- Assist Hospital Client Relations with communication to participants as needed
- Participate in project status and account touchpoint meetings with hospitals, practices, and other participating CliniSync organizations
- Share CliniSync marketing materials and play recorded demonstrations to interested regional clients; may also perform demos for web-based solutions either via remote web-session or client visits
- Communicates regularly with Communications Director regarding feedback on marketing materials
- Initiate and manage projects for onboarding of web-based solutions (such as CHR, Notify, Direct Messaging, iNexx, etc.); and transition the client to Support at project conclusion
- Initiate and manage technical results delivery projects to regional practices and other healthcare entities; and transition the client to Support at project conclusion
- Act as a conduit between the CliniSync technical team and the practice for new technical solutions (such as CCD publishing and CCD query projects), initiating the project with the client and transitioning the client to Support at project conclusion

- Provide status updates on progress to peers for both Account Management and Project Management related duties
- 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
- Support projects by identifying inefficiencies and recommending solutions
- Participate in project status meetings with hospitals, practices and other participating CliniSync organizations
- Provide support in the absence of peers outside of assigned community
- Coordinate communications between CliniSync and regional community
- Respond to customer questions and concerns with speed and professionalism
- 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 in the healthcare field

OR

- Minimum of 6 years related experience in the healthcare field

Language Skills:

Ability to read, analyze, and interpret general business documents and governmental regulations. Ability to write reports and business correspondence. Ability to effectively present information and respond to questions from business partners, board members, healthcare provider practices, IT consultants and the general public.

Reasoning Ability:

Ability to define problems, collect data, establish facts, draw valid conclusions and propose solutions.

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.

Other Skills and Abilities:

- 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
- 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
- Ability to travel for day trips within Ohio
- Possess strong organizational skills and be detail oriented
- Ability to work cooperatively with others (peers, Managers and senior management)
- Flexibility and adaptability in handling changing priorities under tight deadlines