



KAMMCO's Healthcare Division is hiring a full-time HIE Workflow Specialist to be located in Topeka, Kansas or the Kansas City metropolitan area. The HIE Workflow Specialist will support clinics, hospitals, behavioral health and other health care providers with key workflow and process considerations necessary for successful implementation of health information exchange, population health tools or other health information technology. A Bachelor's degree in Health Related or Technology field is required, with three years of experience in health IT, quality improvement, change management and/or risk management related projects/initiatives. Electronics or Computer Science concentration, or equivalent military experience, is preferred. The ideal candidate will be highly organized and flexible, enjoys solving problems, leading projects and working with a diverse customer base to ensure high quality patient care and will have knowledge of LEAN or Six Sigma process improvement methods, as well as experience in a clinical practice field (e.g., Nursing, EMT, Lab Tech, and Radiology Tech) or ambulatory care management. Project Management experience and PMP Certification is desired. KAMMCO's leadership and staff are committed to the organization's core values: Integrity, Advocacy, Collaboration, and Innovation. More information is available at www.kammco.com.

Duties & Responsibilities:

The HIE Workflow Specialist adds value in the following ways:

- Assist health care providers with the development of a process map that identifies how health information is shared between disparate providers including the current health information exchange process.
- Assist health care providers in developing a linear workflow plan that will create new workflow patterns to improve utilization of health information exchange, data sharing and population health tools.
- Identify barriers in other health care facilities which affect use of health information exchange and population health tools.
- Identify strategies for reducing barriers to use of health information exchange in the facilities.
- Effectively communicate strategies with health care providers and leadership at participating organizations.
- Regularly monitor health information exchange and population health tool utilization.
- Assist providers and their staff in the development of on-going training plans to ensure new staff understand the workflows.
- Provide on-going training as needed through in-person meetings, webinars and other training tools.
- Regular travel on site to implement plans and strategies for HIE use for providers and staff.

Skills/Qualifications:**Education:**

- Bachelor's Degree in Health Related or Technology field required.

Experience:

- Three years of experience in health IT, quality improvement, change management and/or risk management related projects/initiatives.
- Demonstrated experience managing projects, including development and implementation of procedures and workflows.
- Experience providing health information technology training.
- Experience with Health Information Exchange or Electronic Medical Records.

Preferred Experience:

- Knowledge of LEAN or Six Sigma process improvement methods.
- Experience in a clinical practice field (such as nursing, EMT, lab tech, radiology tech), or ambulatory care management.
- Project Management experience and PMP Certification.
- Ability to prioritize and organize work load, balancing multiple projects as well as competing priorities and demands.
- Exceptional ability to maintain effective and positive professional working relationship with staff and member health care organizations.
- Demonstrated excellence in communication, assessment and problem-solving skills.
- Experience reviewing and interpreting regulatory and programmatic guidance and applying to specific practice settings.
- Experience with electronic health records including implementation, training and workflow.
- Experience with health information exchange.
- Thorough understanding of and ability to reinforce patient privacy requirements.
- High level of proficiency in computer skills (Particularly Microsoft Office Suite programs including Excel, Word, Project Management).
- Strong customer service skills and demonstrated interaction with physicians.
- Must have excellent written and verbal communications skills and presentation skills.

WORKING CONDITIONS

Professional office environment and opportunity to telecommute. Telecommuters must demonstrate they have dedicated work space and access to high-speed, reliable, secure broadband Internet connection. Contact with healthcare professionals, healthcare facility staff, medical office staff, and the general public. May deal with angry or upset people. Multi-task position requires strong skills and attention to detail. Fast-paced, multi-project position requires high output, high efficiency, organizational skills, and attention to deadlines. Requires occasional travel as well as driving within Kansas. There may be some overnight stays and extended workdays.

KAMMCO is a fast-paced environment requiring flexibility and a willingness to adapt quickly to the changing demands of the health care and technology industries. The work requires accountability, self-motivation, initiative, and the ability to work independently with minimal supervision and also collaboratively in a team.