JOB DESCRIPTION

Title: Health IT Project Specialist
Prepared by: SN
Division/Department: Healthcare Transformation
Date: 11/06/2009
FLSA Category: Exempt (salaried)
Updated: 11/07/2016

POSITION SUMMARY:

1. Reports to: Healthcare Transformation Program Manager

2. Other individuals or MetaStar sections with whom the person works on a regular basis
   a) VP of Healthcare Transformation
   b) Administrative Assistants
   c) Other Project Specialists
   d) Participating providers
   e) WI Department of Health Services staff and contractors
   f) Federal partners, including ONC and CMS
   g) Other MetaStar stakeholders
   h) Staff at other RECs and QIOs

3. Outline of key responsibilities of this position
   a) Recruit physician offices for participation in grant-funded health IT and quality improvement projects
   b) Provide technical advice and assistance to participating providers involved in the selection, procurement, and meaningful use of certified electronic health record (EHR) technology
   c) Build and maintain expertise about meaningful use and the EHR Incentive Programs
   d) Assist physician offices in building capacity and redesigning care processes to improve readiness for healthcare reform activities
   e) Provide expertise in the development of services and intervention strategies
   f) Act as a trusted adviser and key point of contact for physician offices, including small, independent clinics, rural health clinics, federally qualified health centers, critical access hospital-owned clinics, and large health systems
   g) Provide guidance and project management assistance to physician offices throughout EHR adoption and meaningful use phases
   h) Gain familiarity and maintain knowledge of the primary EHR vendor products in the state
   i) Act as a liaison between physician offices and vendors
   j) Track progress of practices and support movement of the process
   k) Measure effectiveness of interventions and monitor internal quality control metrics
   l) Provide best practices for EHR system use and workflow redesign
m) Teach and implement quality improvement tools and techniques to improve provider efficiency and effectiveness, as well as patient outcomes

n) Educate healthcare providers about the requirements of meaningful use and the EHR Incentive Programs

o) Communicate progress or concerns to the Program Manager and other necessary staff as needed

p) Collaborate with multiple local, state, and national partners

q) All other duties as assigned

**CORE ORGANIZATIONAL COMPETENCIES:**

**Teamwork:** Demonstrates respect and achieves cooperative relationships in fulfilling the vision and mission of MetaStar.

**Communication:** Demonstrates good interpersonal skills with all whom they interact. All communications, verbal and written, should demonstrate a commitment to customer service and excellence. Effectively sends, receives, and responds to requests while maintaining a high level of confidentiality.

**Initiative:** Committed to and performs quality work contributing to the vision and mission of MetaStar. Assumes responsibility and accountability for his/her actions. Meets the challenges of a changing environment, is timely in meeting job responsibilities and strives to provide excellent customer service. Values accomplishments and shows enthusiasm and pride in the organization. Demonstrates a self-directed work effort. Develops goals for professional growth and strives to achieve those goals.

**Customer Service:** Demonstrates a commitment to courteous, sincere, and sensitive customer service. Presents a positive and caring attitude in all interactions. Is patient, tolerant, accepts diversity and presents a positive image of themselves and MetaStar in all personal and telephone interactions.

**Quality Improvement:** Demonstrates a commitment to quality and excellence. Solves problems through critical evaluation of data-based information and continuous improvement efforts. Can accurately identify and diagnose issues, identify alternatives, implement a plan, evaluate and communicate results.

**QUALIFICATIONS:**

**Training/Education/Skills:**

a) Bachelor’s degree in related field or equivalent certifications

b) Must be able to troubleshoot issues and propose solutions
c) Ability to establish and maintain credibility with the practices
d) Excellent communication and presentation skills
e) Excellent project management and organization skills
f) Ability to work well independently and within a team structure
g) Able to rely on experience and judgment to plan and accomplish goals

**Experience Preferred:**

a) Strong analytical, communication, and team-building skills
b) 1+ years of physician office or EHR implementation experience
c) Experience managing multiple projects/priorities
d) Knowledge of health IT, health information exchange, and/or EHRs
e) Experience with process improvement and/or quality improvement methodologies
f) Familiarity with reporting for the EHR Incentive Programs, Patient-Centered Medical Home, Accountable Care Organizations, and/or PQRS
g) Experience with data analysis and quality reporting
h) Able to develop and maintain effective interpersonal relationships

**WORK SCHEDULE:** The typical work schedule is day shift Monday through Friday. Occasionally may be required to attend early morning or evening training or meetings. Occasional day and overnight travel may occur. Preferred work location is either out of the Madison, WI headquarters; or, working fully or partially remote from the Milwaukee, WI area.

**FTE PERCENT:** 80% - 100% (full time preferred; part time considered)

Send resume and cover letter to jobs@metastar.com or mail to: MetaStar, Inc., c/o HIT Project Specialist, 2909 Landmark Place Madison, WI 53713