



## Senior Project Manager Population Health

**Position:** Senior Project Manager  
**Business Area:** Population Health  
**Reports To:** The Enterprise Project Management Office  
**Classification:** Full Time, Exempt  
**Approval Date:** December 13, 2018

### Position Summary

Under the direction of the Enterprise Project Management Office, the Senior Project Manager for Population Health at HealthShare Exchange (HSX) manages, plans and implements assigned projects with a specific focus on population health endeavors and value-based program services. The Senior Project Manager Population Health will work closely with the HSX Leadership Team and members of the HSX implementation, engagement and adoption and operations teams to develop, implement and deploy population health and other HSX services for participating organizations. The Senior Project Manager Population Health will also be responsible for the planning, coordination and execution of any additional projects that contribute to the advancement of the organization.

The Senior Project Manager Population Health will work closely with the HSX management team to successfully implement the company's work plan with a primary focus on the population health program.

### Responsibilities

- Under the direction of the HSX Senior Director of Member Services, lead large, strategic cross-functional projects, including multi-year initiatives or deploying existing services to HSX membership.
- Plan, coordinate, monitor and implement HSX projects and services.
- Develop full scope project plans for implementations and services.
- Adherence to scope management and change control processes; assess and evaluate scope changes for feasibility and impacts on commitments. Negotiates and manages scope to ensure commitments are achieved within agreed upon time, cost, and quality parameters.
- Define project tasks and identify resources in support of all HSX projects assigned.
- Identify and track project goals, timelines and action items.
- Provide a status update to the HSX team on a weekly basis.



- Schedule and facilitate connection calls with the membership on a weekly and/or biweekly basis.
- Facilitate and manage the Interoperability by coordinating testing with participants and maintaining testing matrix.
- Estimates and tracks project financials; effective at resource and capacity planning Experienced at identifying risks, issues, and mitigation plans and working with leadership to drive to resolution.
- Conduct quality assurance (QA) on health plan claims data submission to ensure the files meet the required specifications. Work with data submitters to improve the quality and consistency of the data.
- Schedule and facilitate HSX Business Meetings Go-Live for implementations and services with technical, clinical and or business leaders from HSX and participating organizations as required.
- Lead the development of a population health reporting service in collaboration with members of the HSX management team.
- Monitor and manage issues related to population health related project implementations.
- Assist with recruitment efforts as HSX continues to grow across the region with a focus on the recruitment of practices for the Greater Philadelphia CPC+ program. Help to implement HSX services for these entities.
- Assist with the creation of materials that support educating members and participants about how HSX services support value-based programs and population health initiatives.
- Review and update HSX specification documents and testing plans periodically to ensure that they are current.
- Assist Technical Operations with scheduling and coordinating product updates and infrastructure upgrades.
- Supervise assigned Project Managers on implementation projects.
- Train coach assigned operations support staff, interns, project assistants, and provide ongoing support and oversight to their work.

## Role Responsibilities

- Facilitate Population Health user group, workgroup and other committee meetings with the membership and their respective vendors, as necessary.
- Participate in vendor user group meetings and provide feedback on the vendor for the CPC+ Program.
- Take the lead on assessing new population health projects that are proposed by members or participants.
- Implement the policies and procedures for onboarding the CPC+ practices and the participating health plans to the vendor reporting tool.
- Serve as the HSX Subject Matter Expert for the CPC+ Program.



- Plan, coordinate, monitor and implement HSX population health projects and value-based program services that include but are not limited to the Greater Philadelphia CPC+ Program.

## Additional Responsibilities

- Maintain a professional, trusting relationship with coworkers, members, vendors and healthcare stakeholders.
- Maintains professional, policy, and technical knowledge by attending educational workshops; reviewing professional publications; establishing personal networks; benchmarking state-of-the-art practices; participating in professional societies.
- Recommends information strategies, policies, and procedures by evaluating organization outcomes; identifying problems; evaluating trends; anticipating requirements.
- Assist in internship program by assisting in recruiting, selecting, orienting, and training interns; maintaining a safe and secure work environment; developing personal growth opportunities.

## Qualifications

### Required

- A bachelor's degree in Computer Science, Project Management, Business or related field and a minimum of five (5) years of project management and leadership experience or an equivalent combination of education in a healthcare related field.
- Experience and eight (8) to ten (10) years of software delivery project management experience. Good understanding of multiple Software Development Life Cycle (SDLC) methodologies including Waterfall and Agile.
- Exemplary core IT project management skills including multiple aspects of the Project Management Body of Knowledge (PMBOK) Project Management qualifications.
- Managed project finances in accordance with a budget.
- Business development support experience.
- Excellent organizational and time management skills.
- Excellent written and oral communication skills with experience in public presentations.
- Familiarity with Health Information Exchanges and Health Information Technology (HIT).
- Knowledge of and level of expertise in public and private value-based payment programs.
- Able to work both independently and collaboratively with multiple stakeholders.
- Able and willing to travel.



## Desired

- A Master's degree in Health or Hospital Administration, Public Health, or Business Administration, or related field. At least five (5) years of project management experience and relevant industry certifications. Experience in Healthcare industry is a plus.
- Knowledge of technology and information systems planning, life-cycle and implementation.
- Project Management Professional (PMP) Certification and or Lean Six Sigma Certification desired.
- Experience with project management software

## Attributes

- Ability to manage multiple stakeholders effectively and work collaboratively.
- Ability to communicate effectively.
- Good interpersonal skills.
- Strong problem solving and critical-thinking skills.
- Ability to work independently with minimal supervision.
- Highly motivated.