



## Project Manager

**Position:** Project Manager  
**Reports To:** EPO, (Program Manager)  
**Classification:** Full Time, Exempt

## Position Summary

The Project Manager at HealthShare Exchange (HSX) manages, plans and implements projects and services relevant to all business lines of HSX including Health Information Exchange (HIE), Population Health and Innovation Research and Development initiatives. The Project Manager works through the Enterprise Project Office (EPO) and has responsibility for the planning, coordination and execution of all projects that contribute to the advancement of the organization.

The Project Manager will work closely with the HSX management team to successfully implement the company's strategic goals including the creation, coordination and execution of any additional projects that contribute to the advancement of the organization including engagement and adoption (E&A), recruitment and onboarding, technical and member support.

## Responsibilities

- As a member of the HSX EPO lead strategic cross-functional projects, including multi-year initiatives or deploying existing services to HSX Membership
- Develop full scope project plans, coordinate, monitor and implement HSX projects and services.
- Ensure 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.
- Estimate and track project financials, resource and capacity planning.
- Identify risks, issues, and mitigation plans and working with leadership to drive to resolution.

- Conduct quality assurance (QA) on data feeds and work with data providers to improve the quality and consistency of the data.
- Schedule and facilitate HSX Business Go-Live Meetings for implementations and services with technical, clinical and or business leaders from HSX and participating member organizations.
- Facilitate EHR (Electronic Health Record) user group meetings with the membership and their respective vendors.
- Assist Technical Operations with scheduling and coordinating product updates and infrastructure upgrades.
- Support implementation of HSX services for participating organizations and, ultimately, promote HIE adoption.
- Support members post go-live, related to adoption of HSX services.
- Manage member/participant leads and accounts in Salesforce for communication and reporting purposes.
- Engage with members, healthcare professional associations and consumers to educate the local community and promote knowledge about HSX.
- Design and conduct educational sessions with HSX members, prospective members, consumers, community groups, etc.
- Support recruiting of new healthcare organizations to join the HSX membership.
- Contribute to the maintenance of the engagement & adoption toolkit.
- Overall, provide Implementation, Technical Operations, and Engagement and Adoption, and Technical Support for HSX services to improve clinical and business operations of participating member organizations.

### **Additional Responsibilities**

- Maintain a professional, trusting relationship with coworkers and members, vendors and healthcare stakeholders.
- Maintain 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.
- Recommend information technology strategies, policies, and procedures by evaluating organization outcomes; identifying problems; evaluating trends; anticipating requirements.

### **Qualifications**

#### **Required**

- A bachelor's degree in Public Health, Computer Science, Health or Hospital Administration, Business or related field.
- Three (3) to five (5) years of software delivery experience with multiple Software Development Life Cycle (SDLC) methodologies.
- Exemplary project management skills including multiple aspects of the Project Management Body of Knowledge (PMBOK) Project Management qualifications and experience with multiple project management tools.
- Technical, clinical and/or business skills depending upon project domains assigned.

- Excellent organizational, problem solving, critical thinking and communication skills with experience in public presentations.
- Able to work both independently and collaboratively with multiple stakeholders.
- Able and willing to travel.

### **Preferred**

- Project Management Professional (PMP) Certification or Lean Six Sigma.
- Knowledge of technology and information systems planning, life-cycle and implementation.