



Job Code: 9546
Grade: 24
HCWR: N

Job Title

Director of Health Information Technology,
Interoperability Services

Department

Health Information Systems

This position is exempt from Career Service under the CCH Personnel Rules.

Job Summary

The Director of Health Information Technology (IT) Interoperability Services is responsible for ensuring that Cook County Health (CCH) has certified electronic health record technology (CEHRT) and systems that meet all regulatory requirements and programs. This position will provide oversight and leadership of health information exchange (HIE) platform, other participating regional and national data exchange initiatives and digital engagement tools.

General Administrative Responsibilities

Collective Bargaining

- Review applicable Collective Bargaining Agreements and consult with Labor Relations to generate management proposals
- Participate in collective bargaining negotiations, caucus discussions and working meetings

Discipline

- Document, recommend and effectuate discipline at all levels
- Work closely with labor relations and/or labor counsel to effectuate and enforce applicable Collective Bargaining Agreements
- Initiate, authorize and complete disciplinary action pursuant to CCH system rules, policies, procedures and provision of applicable collective bargaining agreements

Supervision

- Direct and effectuate CCH management policies and practices
- Access and proficiently navigate CCH records system to obtain and review information necessary to execute provisions of applicable collective bargaining agreements



General Administrative Responsibilities

Management

- Contribute to the management of CCH staff and CCH' systemic development and success
- Discuss and develop CCH system policies and procedures
- Consistently use independent judgment to identify operational staffing issues and needs and perform the following functions as necessary; hire, transfer, suspend, layoff, recall, promote, discharge, assign, direct or discipline employees pursuant to applicable Collective Bargaining Agreements
- Work with Labor Relations to discern past practice when necessary

Typical Duties

- Leads the implementation and ongoing support of services and solutions related to health information exchange, patient portal, patient digital solutions, relevant master data, customer relationship management, remote patient monitoring, mobile health, mobile applications, and other related health IT solutions.
- Directs the day to day operational and managerial oversight to the Health Information Systems (HIS) Department.
- Collaborates with HIS/HIT team, leadership, subject matter experts, and stakeholders building relationships to support optimizing solutions to meet used requirements and to support interoperability and digital solution strategies.
- Ensures CCH implements and maintains appropriate privacy and confidentiality consent, authorization forms, information notices and materials reflecting current organization and legal practices and requirements associated with interoperability.
- Assists in defining and mitigating risk to CCH, defining operational processes, and executing a plan or solution.
- Defines and leads the HIE and interoperability governance, such as processes to audit and monitor user activity, provisioning, enforce data access agreement. Monitors user engagement in these tools and recommend improvements.
- Identifies, troubleshoots, and resolves issues. Ensures services and solutions have success metrics and are monitored and maintained appropriately, continually monitoring for patches, upgrades, and new technologies.
- Remains current with technical advances, industry standards, and regulatory requirements.
- Evaluates new vendors for services and solutions in scope and assists with the vendor risk assessment.
- Works closely with the Health IT Infrastructure team and vendors in the development of procedures and testing of a disaster recovery and business continuity plan.
- Attends meetings and participates in committees supporting the digital transformation, solutions in scope of practice and user engagement.
- Performs other duties as required.

Minimum Qualifications

- Bachelor's, or higher from an accredited college or university
- Five (5) years of experience leading IT systems and IT management



Minimum Qualifications

- Three (3) years of leadership experience developing IT strategies

Preferred Qualifications

- Bachelor's or higher in of Science, Nursing, Healthcare, Healthcare Technology or related field from an accredited college or university
- Five (5) years of experience in healthcare or with health IT systems

Knowledge, Skills, Abilities and Other Characteristics

- Strong working knowledge of healthcare IT and experience in leading state and national initiatives such as Meaningful Use and ICD 10
- Excellent verbal and written communication skills necessary to communicate with all levels of staff and a patient population composed of diverse cultures and age groups
- Strong interpersonal skills necessary for interfacing with management at all levels of the organization, building relationships within CCH and with external agencies
- Demonstrate analytical and organizational, problem-solving, critical thinking and conflict management/resolution skills
- Ability to multi-task and meet deadlines in a fast paced and stressful environment

Physical and Environmental Demands

This position is functioning within a healthcare environment. The incumbent is responsible for adherence to all hospital and department specific safety requirements. This includes but is not limited to the following policies and procedures: complying with Personal Protective Equipment requirements, hand washing and sanitizing practices, complying with department specific engineering and work practice controls and any other work area safety precautions as specified by hospital wide policy and departmental procedures.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the personnel so classified.

For purposes of the American with Disabilities Act, "Typical Duties" are essential job functions.