Position Description

Title: Interoperability Specialist

Reports to: eHealth Exchange Director, Program Integration

FLSA Status: Exempt, Full Time

Supervisory Responsibility: None

POSITION SUMMARY:

The Interoperability Specialist serves as a subject matter expert with responsibility for helping to drive the success of the eHealth Exchange health information network, through technical expertise, customer support, process improvement, and project management.

The role involves a great deal of independent work, providing technical expertise to health IT customers, some non-technical, from across the nation who are looking to improve how their organizations' exchange patient data with other trusted organizations.

As an interoperability Subject Matter Expert (SME), the role involves translating and explaining complex technical information for prominent organizations across the healthcare spectrum including providers, payers, Health IT vendors and service providers, health information exchange organizations (HIEs), and federal agencies, focusing on how eHealth Exchange solutions solve specific challenges.

The interoperability Specialist will also direct and support the development, improvement, and documentation of operational processes these organizations follow in the course of their participation in interoperable exchange.

This position requires a blend of health data exchange architecture, technical skills, process knowledge, project management, and strong analytical and communication skills.

This position is located in the Vienna, VA corporate office (preferred), although expectation is that all work will be performed remotely.

<u>What is the eHealth Exchange?</u>
eHealth Exchange is a nationwide health data sharing network, which enables the secure sharing of health information among public and private participants, including federal agencies, health systems, healthcare provider organizations, regional and state health data sharing networks, public health and others in support of better care for individuals and populations.

ESSENTIAL FUNCTIONS:

- Coordinate and lead QA efforts related to operational changes.
- Develop and document unit test cases to validate software and configuration changes.
- Execute, test and document results of QA efforts.
- Ensure that appropriate and sufficient test result artifacts and related collateral (such as sample test messages) are collected and representative of the scenario under test.
- Perform customer onboarding, including testing customers' ability to initiate and respond to other eHealth Exchange customers.
- Analyze message data format issues and any interface failures between systems, and work with both customers and the internal operational support team to resolve.
- Engage in technical working sessions including customers, operations staff, service desk, networking, subcontractors, and other technical disciplines.
- Maintain customer onboarding documentation and tracking to ensure consistency across all related data stores (Salesforce, website, customer directory, etc.).
- Assist in developing, documenting, and refining operational processes, user manuals, system documentation and training materials.
- Participate in industry-related events, such as HL7, FHIR, and IHE Connectathons.
- Participate in special projects as required.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Working knowledge of the health information technology (HIT) industry.
- Understanding of healthcare workflow, data connectivity, interoperability principles & standards, and related communication protocols.
- Organizational, business communication and customer relationship management skills.
- Ability to multi-task in rapidly evolving environment, in condensed timeframes.
- Excellent attention to detail.
- Excellent technical and analytical skills and the ability to understand the eHealth Exchanges services and associated processes.
- Ability to identity and develop plans to mitigate issues from escalating and to identify creative solutions to avoid impeding implementation efforts.
- Ability to identify and effectively advocate for process improvements, and needed new processes.
- Ability to plan and work with customer through implementation process, while keeping efforts on track with milestones.

EDUCATION, TRAINING AND EXPERIENCE:

- Bachelor's Degree in Computer Science, Engineering or a related technical discipline; or the equivalent combination of education, technical training, and/or work experience.
- 5+ years of EHR / HIE technology & implementation experience, with working knowledge of Health IT standards (HL7 v2/v3, FHIR, CDA, etc.).
- Experience with cross-community IHE profiles highly desirable (e.g. ITI-55 (XCPD), ITI-38 (XCA Query), ITI-39 (XCA Retrieve)).
- 3+ years of relevant experience with InterSystems products is preferred.
- Project management experience desired; preferably in health IT.

- Working knowledge and experience with Agile development process is desirable.
- Moderate proficiency in MS Word, Excel, and PowerPoint.

PHYSICAL AND MENTAL REQUIREMENTS:

- Ability to work on a computer for extended periods of time to include typing and working on a computer monitor
- Ability to stand or sit for extended periods of time
- Extended working hours and limited overnight travel (4 trips annually) may be necessary
- Occasional lifting of 15 to 20 lbs.

Interested individuals should forward Resume and Cover Letter to HR@ehealthexchange.com