

Position Description

Title: Interoperability Product Manager

Reports to: Vice President, Interoperability Adoption

FLSA and Job Status: Exempt, Full-time

Supervisory Responsibility: N/A

Location: Remote

Compensation Range: \$130,200 – \$146,000

POSITION SUMMARY:

The eHealth Exchange Product Manager plays an integral role in shaping the future direction and growth of the leading nationwide public-private health data sharing network, the eHealth Exchange. As a key leader on the eHealth Exchange team, the Interoperability Product Manager provides strategic direction and leadership supporting product management and development for our customers. This position represents internally and externally the needs of customers and determines new use cases to forward progress health IT interoperability across the nation. These new use cases include public health, health plans, and potentially new markets not currently supported by the eHealth Exchange. This position serves as the public spokesperson in support of advancement of this rapidly grown nationwide network and represents eHealth Exchange at conferences and panels and other speaking engagements.

This senior-level role will lead the eHealth Exchange product and service strategy, define a multi-year road map that adapts to a dynamic and evolving market. This individual will also spearhead efforts to build out and deploy innovative, high quality, and efficient data sharing services to continuously expand network connectivity and value to network participants and the 250 million patients that they serve. This position thoroughly understands the interoperability market and customer needs with expertise in building customer relationships, understanding customer needs and translating those needs into new capabilities or functionality that eHealth Exchange could offer. The Product Manager leads all phases of the product life cycle from inception to introduction into the marketplace.

About the eHealth Exchange Network: 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:

- Maintain thorough and current knowledge in health information technology interoperability to include knowledge of interoperability standards, HL7, FHIR, USCDI, etc.
- Develop and execute the multi-year eHealth Exchange Strategic Roadmap that reflects periodic emerging interoperability market and industry research and associated trends and best practices. Such a roadmap could include new or enhanced use cases, services and other types of data and data sharing methods to expand and grow the network.
- Present network strategic road map and recurring performance metrics to internal executive leadership team, the eHealth Exchange Board of Directors, and eHealth Exchange Coordinating Committee.
- Gather and prioritize customer requirements to create enhancements to existing products or to develop new products while continuously enhancing the customer experience.



- Communicate effectively with customers and the technical team demonstrating technical knowledge and product proficiency.
- Lead the process from concept through launch, including working in coordination with the eHealth Exchange program team on prioritization and implementation efforts.
- Translate the business goals and vision into concepts and business requirements using methodologies such as ideation sessions.
- Work closely with stakeholders to ensure effective buy-in and adoption of new products, services, and capabilities.
- Document resources and other costs to achieve desired strategic outcomes.
- Deliver presentations, drive the development of marketing materials, and represent the eHealth Exchange at conferences and other meetings.
- Work in collaboration with the eHealth Exchange team to maintain a high degree of customer satisfaction, solid network function, and performance.
- Define and develop go-to-market strategies, business development approaches and product marketing strategy plans in consultation with company leadership, the eHealth Exchange Board of Directors, and the committee which governs the network, the eHealth Exchange Coordinating Committee.
- Build long term relationships with key industry and governmental organizations to expand stakeholder engagement and the services provided via the eHealth Exchange.
- Oversee pricing models and ensure that revenue and expenses align with annual budgets and assure continued growth and sustainability of the network, and present actionable eHealth Exchange strategy metrics to company leadership and the Coordinating Committee.
- Conduct periodic market analyses and developments in the industry in an effort to understand and anticipate evolving market needs; track and analyze similar organizations to create a viable and rational plan for filling interoperability gaps in the market through eHealth Exchange.
- Assess existing and new relationships with health IT vendors, service providers and other stakeholders to identify opportunities to advance the eHealth Exchange programs.
- Assist the eHealth Exchange Executive Director in educating policymakers regarding the role that eHealth Exchange plays in furthering public policy goals.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Strong working knowledge of Health Information Technology (HIT) and interoperability
- Demonstrated Knowledge of HL7 and FHIR standards
- Excellent public speaking capabilities in front of audiences, with the ability to represent eHealth Exchange to the media
- Strong organizational, communication and customer relationship management skills
- Ability to multi-task in rapidly evolving environment, in extremely condensed timeframes
- Strong leadership skills, motivating & developing team
- Demonstrated understanding of data connectivity, interoperability principles & standards, and related communication protocols
- Excellent technical, management and analytical skills and the ability to understand the eHealth Exchanges services and associated processes
- Excellent personal presentation, verbal, and written communication skills
- Excellent interpersonal skills
- Financial skills (pricing, contract evaluation)
- Negotiation and influencing skills
- Strong collaboration skills
- Results orientation
- Critical thinking and problem solving
- Sound judgment

- Customer focus

EDUCATION, TRAINING AND EXPERIENCE:

- Bachelors' degree in a Healthcare or Technology related field (preferred) or equivalent experience
- 8+ years of EHR / HIE technology & implementation experience, with knowledge of Health IT standards
- Proven experience launching and leading new large-scale programs or rollouts of HIT or HIE
- Experience facilitating consensus regarding standards, implementation requirements and policies related to HIE and interoperability
- Project management experience desired

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 travel may be necessary
- Ability to lift 15 to 20 lbs.

“All qualified applicants will receive consideration for employment without regard to race, color, religious creed, national origin, ancestry, citizenship status, age, sex or gender (including pregnancy, childbirth and related medical conditions), gender identity or expression (including transgender status), sexual orientation, marital status, military service and veteran status, physical or mental disability, protected medical condition as defined by applicable state or local law (such as cancer), genetic information, or any other characteristic protected by applicable federal, state or local laws and ordinances.”

Interested individuals should forward Resume to HR@ehealthexchange.org

