



Position Description

Title: eHealth Exchange Director of Governance & Onboarding

Reports to: eHealth Exchange President

FLSA Status: Exempt, Full Time

Supervisory Responsibility: eHealth Exchange Onboarding Staff

Location: Remote

Salary Range: \$158,400 - \$186,400

POSITION SUMMARY:

The eHealth Exchange Director of Governance & Onboarding serves as the lead staff and subject matter expert on the data sharing network's legal agreements and policies, as well as enforcement in consultation with the appropriate manager and the Coordinating Committee (CC).

The Director evaluates network capability and related policy implications as new use cases are considered to enhance and grow the network; and serves as the lead representative with participating federal agencies to accomplish coordinated innovative strategies supporting and accelerating a nationwide rollout of the eHealth Exchange Program across the U.S.

The Director serves as a subject matter expert (SME) on eHealth Exchange governance, including in-depth knowledge of the Data Use and Reciprocal Support Agreement (DURSA), associated Operating Policies and Procedures (OPPs), interoperability frameworks such as Carequality and the Trusted Exchange Framework and Common Agreement (TEFCA), and the CC—serving as lead staff and Secretary to the CC.

What is the eHealth Exchange?

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:

- Ensure the efficient operation of the eHealth Exchange network, including legal framework, policies, process, committees, workgroups, directories, and certificates
- Function as the lead staff member and serve as the Secretary to the CC, the governing body which oversees the eHealth Exchange, and prepare matters for CC deliberation and oversee the execution of decisions made by the CC
- Function as the lead staff member and serve as the Secretary to the Qualified Health Information Network (QHIN) Governance Committee (QGC), the governing body which oversees the eHealth Exchange QHIN, and prepare matters for QGC deliberation and oversee the execution of decisions made by the QGC

eHealth Exchange

- Provide subject matter expertise on eHealth Exchange governance, including in depth knowledge of the (DURSA), associated OPPs, the CC, the QGC and obligations to interoperability frameworks such as Carequality and the TEFCA
- Create meeting materials and complete tasks identified by CC and QGC, including but not limited to:
 - Policy/protocol rollout and communication,
 - Manage committee elections,
 - Educate new committee members,
 - Investigate suspected DURSA, TEFCA, and/or Carequality policy violations,
 - Manage Corrective Action Plans and policy waivers
- Consult with eHealth Exchange legal counsel as appropriate to resolve questions related to eHealth Exchange governance, policy enforcement, policy implications for new use cases, and proposed changes to legal agreements
- Consult with eHealth Exchange legal counsel as appropriate to analyze policy implications of new laws, regulations, and guidance related to health information sharing to align network policy and governance as appropriate
- Audit, investigate, and document assessments of unusual and questionable data exchange patterns and practices. Enforce eHealth Exchange rules and requirements in conjunction with the CC
- Manage projects and coordinate deliverables with key stakeholders, routinely completing complex assignments to resolve issues with consistency, urgency, and accuracy
- In consultation with the eHealth Exchange leadership, build close relationships with federal agencies in an effort to expand stakeholder engagement, and enhance, broaden, and accelerate the nationwide rollout of the eHealth Exchange Program across the U.S.
- Educate policymakers regarding the role eHealth Exchange plays in furthering public policy goals
- Address questions and provide guidance to applicants and organizations participating in the program
- Lead policy review process to vet new use cases as applicable and provide subject matter expertise to ensure new use cases and/or specifications are within the scope of the eHealth Exchange (i.e., impacts or changes to eHealth Exchange OPPs, establishing task groups)
- Effectively communicate policies, policy interpretations, and other network requirements to participants and network applicants
- Collaborate with the eHealth Exchange team to support delivery of customer service-level contract commitments and maintain a high degree of customer satisfaction, solid network function, and performance
- Troubleshoot and address unforeseen issues that might limit the value of eHealth Exchange solutions
- Conduct yearly review of internal policies, Business Continuity Plan, Information Blocking Compliance Plan and Disaster Recovery Plan
- Manage ongoing development, review, input, and maintenance of the following, in coordination with their manager and the CC:

- Onboarding package and materials
- Trust agreement, related policies, procedures, participation agreements, terms and conditions, and protocols
- Validation plans, test cases, and related testing tools
- Technical specifications
- Operating Policies and Procedures
- Workgroup efforts that maintain the materials implemented by eHealth Exchange Participants
- Collaborate appropriate testing staff to ensure that testing processes are successfully aligned and implemented within the overall eHealth Exchange Onboarding process
- Oversee educational programming; lead regular communication calls and other educational sessions, overseeing content creation and delivery
- Model the organization's values and Code of Conduct; manage resources and business objectives in compliance with the company's policies and standards
- Complete other projects as assigned by eHealth Exchange leadership

KNOWLEDGE, SKILLS, AND ABILITIES:

- Strong working knowledge of health information technology, interoperability workflow, and data exchange trust principles
- Ability to manage governance and onboarding for a rapidly growing and evolving program on a nationwide scale, in a highly visible setting
- Excellent communication and customer relationship management skills
- Ability to independently work through complex policy, governance, and operational issues toward timely resolution both at a strategic level as well as a day-to-day operational level, in a setting that requires coordinating across multiple parties including senior level leadership
- Ability to adapt quickly to complex culture and develop successful professional relationships with key stakeholders
- Ability to manage multiple projects ensuring independent tasks are completed accurately and within strict time constraints
- Demonstrated ability starting and leading multi-disciplinary teams for complex program efforts
- Must be experienced and comfortable working in a fast-paced entrepreneurial environment and able to deal well with change and ambiguity
- Excellent computer skills with Microsoft 365 specifically including SharePoint, Windows, Outlook, Word, PowerPoint, and Excel
- Familiarity with CRM systems such as Salesforce

EDUCATION, TRAINING, AND EXPERIENCE:

- Bachelor's degree required; Master's degree in Business Administration, Public Health Administration, J.D., or related field preferred
- Minimum of 8 years' experience in healthcare
- Minimum of 5 years working on complex health IT policy and trust agreements for health information exchange with a solid professional foundation developing, interpreting, and applying policies, preferentially for production health information sharing



- Demonstrated understanding of federal contracting preferred

PHYSICAL AND MENTAL REQUIREMENTS:

- Ability to work on a computer for extended periods of time
- Ability to stand or sit for extended periods of time
- Extended working hours and overnight travel may be necessary; approximate travel: 10%
- 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.”

To apply, please submit resumes to hr@ehealthexchange.org