Position Description: Executive Director, eHealth Exchange

Title: Executive Director, eHealth Exchange

Reports to: eHealth Exchange Board of Directors

FLSA Status: Exempt, Full Time

Supervisory Responsibility: Vice President of Operations and Staff and VP Technology Integration

POSITION SUMMARY:

Reporting to the eHealth Exchange Board of Directors, the Executive Director plays an integral role in maintaining financial sustainability of the organization while shaping the future direction and growth of the nationwide eHealth Exchange network (the Network). This role is responsible for developing and executing operational, financial, strategic, and business development plans, ensuring that eHealth Exchange adapts to a dynamic and evolving market. The role must possess deep knowledge of TEFCA policies, requirements, testing, onboarding processes, and governance expectations to ensure the network operates in full compliance and delivers meaningful value to participants across the public and private sectors.

The Executive Director provides organizational leadership, oversees the Network and its operations, and evaluates the market and industry identifying trends, best practices, new opportunities and new service/revenue offerings. This includes identifying and pursuing new use cases for health information exchange and interoperability while driving adoption to targeted customers and stakeholders not limited to payers, public health agencies, federal partners, healthcare providers and others.

The Executive Director also serves as the public spokesperson for the Network, representing eHealth Exchange to national stakeholders, media, and industry partners.

What is eHealth Exchange?

eHealth Exchange is a nationwide health data sharing network enabling secure and trusted exchange of health information among a broad range of participants, including federal agencies, payers, various types of healthcare providers, regional and state health information networks, public health agencies, and others who support better care delivery for individuals and populations. eHealth Exchange is also a Qualified Health Information Network in TEFCA.
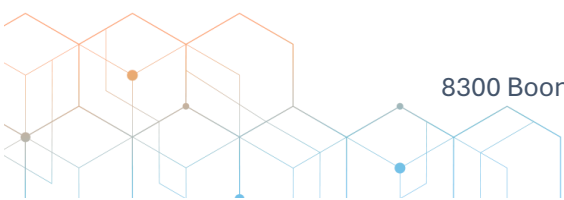
ESSENTIAL FUNCTIONS:

• Plan, lead, and manage the strategic direction and goals of eHealth Exchange with oversight from the Board of Directors supporting the organization's mission and vision.

• Develop and execute business objectives, action (tactical) plans and associated budgets that support the organization's overall strategic goals and responds to industry demands.

• Develop and execute associated performance metrics supporting the annual business objectives and action plans with frequent updates to executive leadership, the Board, and the Coordinating Committee.

• Oversee financial management to achieve desired outcomes; develop budgets; ensure efficient resource use; maintain a positive financial position.

• Develop new services and revenue models to ensure continued growth and financial sustainability of eHealth Exchange.

• Ensure efficient operation of eHealth Exchange, including legal frameworks, policies, processes, committees, workgroups, directories, and certificates.

• Educate policymakers regarding the role of eHealth Exchange in advancing national health IT, interoperability and public policy goals.

• Build long-term relationships and expand engagement activities with key industry stakeholders and players including but not limited to government, payers, public health, provider organizations, and other target partners.

• Identify, evaluate, and cultivate new business development opportunities, including new use cases and new service revenue models.

• Define and develop go-to-market strategies and product marketing plans in collaboration with leadership, the Board of Directors and the Coordinating Committee.

• Lead business development efforts and represent the organization at conferences and public forums to strengthen public presence and outreach.

•Lead the eHealth Exchange team to ensure high customer satisfaction while providing a solid network performance and a collaborative team environment.

• Collaborate with organizational leadership and the Board of Directors to develop and execute workforce plans that meets identified organization's strategic goals, business objectives and annual action/tactical plans and activities.

• Model an internal staff culture of team collaboration, transparency, and innovation.

eHealth Exchange

KNOWLEDGE, SKILLS, AND ABILITIES:

• Advanced knowledge of health information technology (HIT), interoperability principles, and related standards.

• Demonstrated understanding of payer, provider, public health, and federal agency health information exchange workflows.

• Excellent leadership, analytical, and organizational skills with the ability to manage complex programs

• Strong public speaking capabilities with experience representing organizations to external audiences.

• Exceptional collaboration and customer focus with demonstrable ability to build industry relationships.

• Ability to operate effectively in a dynamic environment with tight deadlines.

• Financial literacy, including P&L, pricing, and contract evaluation.

• Results orientation and strategic thinking skills.

EDUCATION, TRAINING AND EXPERIENCE:

• Bachelor's degree required; Master's degree in healthcare, business, or technology preferred.

• Minimum of 15 years of health information technology experience.

• Extensive experience with health information exchange, nationwide networks, endpoint directories, and data analysis.

• Minimum of 10 years' experience launching and leading large-scale programs or EHR/HIE technology rollouts.

• Minimum of 10 years managing large programs, services, or products, including financial responsibility.

PHYSICAL AND MENTAL REQUIREMENTS:

• Ability to work on a computer for extended periods.

• Ability to stand or sit for extended periods.

• Extended working hours and travel may be necessary.

• Ability to lift 15 to 20 lbs.

Please email resumes to kchen@helioshr.com