



Position Announcement

Data and Technology Program Manager

Location: New York City or Albany

Organization Overview:

The mission of the Community Health Care Association of New York State (CHCANYS) is to champion community-centered primary care in New York State through leadership, advocacy, and support of Community Health Centers. To do this, CHCANYS serves as the voice of community health centers, working to ensure that every New York State community has primary care that encompasses all aspects of each patient's health and well-being. CHCANYS is a dynamic, team-oriented, 501(c)(3) non-profit organization, and as New York State's Primary Care Association (PCA), advocates on behalf of and provides technical assistance to federally qualified health centers (FQHCs) throughout New York State. New York's nearly 800 FQHCs sites provide comprehensive, community-based primary and preventative care services to 2.2 million New Yorkers annually, regardless of insurance status or ability to pay. CHCANYS is nationally recognized for its programs in health policy, performance improvement, health information technology, health system planning, and training and technical assistance (T/TA).

POSITION SUMMARY:

The Data and Technology Program Manager is a key member of the Data and Technology Team at CHCANYS, which serves New York State's Federally Qualified Health Centers (FQHCs) as a resource hub of primary care transformation, and health information technology (HIT) training and technical assistance. The Data and Technology team works to provide leadership and guidance for data and technology strategy across the Primary Care Association, The New York State Health Center Controlled Network and the internal workings of CHCANYS.

The Data and Technology Program Manager is a critical resource and expert in the use of electronic health records (EHR), Health Information Exchange (HIE) and other technologies as applied to practice transformation for value-based payment and achievement of improved clinical outcomes. The D&T PM has the primary responsibility of planning, coordinating and facilitating EHR optimization, patient access and engagement, and interoperability training and technical assistance for community health centers throughout New York State. The team also supports the Center for Primary Care Informatics (CPCI), a statewide data reporting and analytics solution that facilitates clinical practice transformation and quality improvement.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

- Assume the lead role on assigned statewide projects for Health IT training and technical assistance to health centers, including all aspects of planning, coordination, execution and evaluation:

- Develop and refine detailed workplans to meet grant deliverables and deadlines and achieve target outcomes. Track project activities and outcomes to assess progress towards goals. Proactively problem solve and follow through to resolution, escalating to supervisors as needed.
- Facilitate and lead practice transformation workshops, committee meetings, and small group peer collaboratives to encourage mutually beneficial relationships and communication among health centers
- Aggregate and analyze project- level qualitative and quantitative data for reporting purposes to participating health centers, funders and CHCANYS staff. Participate in evaluation and reporting of overall project impact
- Provide general support and technical assistance to health centers around Health IT to support practice transformation, including but not limited to interoperability, RHIOs, patient access and engagement, and Population Health analytics (including but not limited to CPCI)
 - Preparation of training and educational materials
 - Serve as the primary contact and relationship/administrative program manager for participating health centers and external collaborative partners.
 - Facilitation of on-site and remote coaching sessions, trainings, webinars, collaborative calls, etc. to support projects
- Build relationships with technology vendors, health center leaders, analytics champions and other stakeholders to understand their evolving needs, facilitate adoption, and enhance quality of care delivered
 - Engage with members to understand technology usage and needs including tools for managing data, solutions to support practice transformation, care models focused on population health and value-based contracting
 - Evaluate new and emerging technologies for fit in organizations across the ecosystem
 - Support technology vendor relationships including product understanding, product screening and pricing model development for CHCANYS members
- Serve as a CHCANYS representative externally (meetings, advisory committees, partner collaborations, etc.) and internally (CHCANYS clinical committee and sub-committees).
- Serve as a subject matter expert on use of health IT for patient-centered, value-based care and improved health outcomes; and emerging public health topics relevant to FQHCs
- Support planning, coordination, and execution of activities and meetings related to Health IT and other related events (such as CHCANYS' Annual Conference).
- Conduct other duties as assigned to fulfill CHCANYS's mission

MINIMUM REQUIREMENTS:

- Minimum five (5) years of relevant healthcare experience in quality/performance improvement, data analytics and/or clinical operations
- Knowledge of and interest in community health and primary care practice environments. Experience in or with an FQHC a plus
- Experience with at least one electronic health record (EHR) preferred. General understanding of PCMH, ICD-10, coding, and/or data quality/data validation a plus
- Solid relationship building and interpersonal skills, including: strong communication, presentation and training/meeting facilitation skills; excellent writing, research, analytical skills;

ability to motivate and drive change. Ability to support health centers and manage partner relationships remotely

- High degree of professional maturity, commitment to excellence, independence, flexibility, initiative and time management skills. Comfortable with ambiguity and able to innovate in the face of uncertainty. Ability to work collaboratively with diverse and varied individuals, teams and populations. Intellectually curious, and a creative problem solver. Open to learning new areas. Demonstrated cultural competence
- Strong proficiency Microsoft Office tools including Excel, Word and PowerPoint
- Must be able to travel approximately 20% of the time throughout NYS.

To Apply:

Please send a cover letter of interest with salary expectations, resume and two writing samples with “Data and Technology Program Manager” in the subject line to jobs@chcanys.org. Applications will be considered on a rolling basis.

*CHCANYS offers a competitive salary and comprehensive benefits program.
CHCANYS is an equal opportunity employer.*