**Director of Health Information Technology**

**Westminster Canterbury on Chesapeake Bay (Senior Options)**

3181 Shore Drive Virginia Beach, VA 23451

**JOB DESCRIPTION**

Provides management and support for all health information systems use and performance for the Senior Options national network comprising of 15 home health and hospice agencies in 7 states. Is responsible for the technical, clinical and financial operational procedures of the electronic health record and all ancillary health information systems. Will lead the health information team and collaborate with clinical and financial operations to plan and leverage strong systems of care through technology.

**RESPONSIBILITIES**

* Leads, develops, and implements the adoption, management, and use of all clinical and financial system solutions and related health information workflow processes in the national network.
* Manages and supervises the Health Information Technology team and related operations.
* Drives new partner implementation plan to ensure a smooth transition onto Senior Options adopted software and coordinates onboarding activities with Senior Director of Clinical Operations and Senior Finance and Operations Director specific to partner agency needs.
* Works with key stakeholders from partner agencies to project plan and implement appropriate technology to support operations through aligned evaluation and testing of software.
* Coordinates the technical and functional build and/or configuration of software required to maintain clinical and financial operations, including core electronic health record and billing systems, CMS submission portals and other regulatory solutions.
* Leads the ongoing development of a comprehensive training program for all clinical and financial solutions, including orientation, super-user and ongoing refresher education with competency standards.
* Maintains database of updated training content to replicate best practice use of all system solutions and related processes to share within the national network, including written, interactive and remote training resources.
* Provides and leads remote and in-person training sessions to Senior Options partners nationwide.
* Manages the Senior Options Support structure through designated help desk ticketing system to provide positive, responsive customer service for all national network end users for all clinical and financial system functions according to the current service level expectations.
* Analyzes areas of system improvement and issue trends based on end user reports and ongoing regulatory change. Oversees change management protocols and supports optimization of clinical and financial solutions based on identified areas for continuous process improvement efforts.
* Coordinates the interdepartmental efforts in maintaining and improving the accuracy of health care data by making recommendations to clinical and financial leadership for improvement and curtailment of health information systems and processes.
* Provides overall maintenance of clinical and financial software applications. Leads and oversees system upgrade protocols and communications to the national network.
* Assists in the development of strategic plans by creating goals in alignment with business requirements and incorporation of new technology as needed to enhance overall service delivery.
* Serves as the direct point of contact for all technology vendors of Senior Options adopted software. Serves as point person for work with all technology interfaces and vendors, including but not limited to: server hosting, patient/family satisfaction surveys, OASIS scrubber/quality assurance solutions, pharmacy benefit managers, mobile aide documentation, etc.
* Serves as the direct point of contact for all partner information technology (IT) departments to coordinate hardware and software requirements for installation of Senior Options systems.
* Serves as the liaison between the WC Bay information technology (IT) department and acts as the IT representative on the Senior Options leadership team to ensure systems are accessible and in accordance with the needs of the organization.
* Leads, with the assistance of CIO, WC Bay and President of Senior Options all system contract management, negotiations and communications.
* Assists with the budget process to develop and manage technology related operating and capital expenses with support of President of Senior Options and CIO, WC Bay.
* Ensures all system record keeping and information sharing and processing complies with current HIPAA, home health and hospice regulations.
* Remains current in field of health information technology for home and community based services.
* Joins senior leadership in account cultivation and business development activities as requested.
* Travels to Senior Options office location and national partner sites as needed.
* Effectively communicates in interpersonal, professional, and public relationships.
* Ensures that verbal and written communications are understandable, with attention given to feelings, opinions, and attitudes of others.
* Keeps personnel informed of changes that affect them.
* Answers correspondence, email and voicemail appropriately and in a timely manner according to the SO expectations.

**QUALIFICATIONS**

* Possesses a Bachelor’s Degree or Master’s Degree, in a field including, but not limited to Health Information Management, Health Information Technology or Health Administration, Information Systems, or related technical discipline; or equivalent combination of education, certifications and technical experience/knowledge.
* Possesses a minimum of three years’ experience in healthcare, with experience in home-based services preferred.
* Possesses a minimum of three years’ experience in supervision or administration
* Strong strategic mindset and thought leadership within Health Information Technology sector.
* Ability to understand project objectives and work with clients to meet those objectives successfully.
* Strong research and analytical skills.
* Proven ability to be trustworthy and to handle confidential and sensitive data.
* High level of professional communication and conduct.
* Working Conditions:
  + Must be able to travel up to 20% of the time, including overnight travel to any state in the U.S. where Senior Options has a partner.
  + Must be able to fly on commercial airlines within the U.S.
  + Adheres to the Westminster-Canterbury Code of Ethical Behavior.
  + Up to 8 hours a day sitting.
  + Must be able to use phone, fax, webinar applications.

**BENEFITS**

* Health & Dental Available Day 1 for new employees!
* Dental Insurance
* Life Insurance
* Long-term Disability Insurance
* Medical Insurance
* Short-term Disability Insurance
* Employee Assistance Program
* Retirement Plan with employer match
* Paid Time Off (PTO)
* Employee Discounts
* Excellent Advancement Opportunities
* Scholarship Program for Employees/Family Members
* Tuition Assistance
* Six paid holidays
* Vision