



Health Information Exchange Network Operations Integration Analyst Delaware Health Information Network (DHIN)

Organization Background

The Delaware Health Information Network (DHIN) is the nation's first statewide health information exchange. Established by statute as a not-for-profit public instrumentality, DHIN's primary mission is to facilitate the design and implementation of an integrated, statewide health data system to support the information needs of consumers, health plans, policymakers, providers, purchasers and researchers to improve the quality and efficiency of health care services in Delaware. Participation in DHIN by the health care community of Delaware is nearly universal, with expansion beyond state borders also having begun. DHIN is recognized as a national leader in the area of health information exchange.

Position Overview

The Health Information Exchange Network Operations Systems Analyst will support DHIN's IT operations and network infrastructures, assist as needed with implementation of new projects and data senders, and provide application support, business office system support, production change management and auditing support. The Analyst will develop interfaces for delivery of clinical results from DHIN's Mirth Connect integration engine to the EHRs of member practices. DHIN currently supports connections to 26 EHRs and interfaces to over 200 ambulatory practices using one of those 25 EHRs.

Scope of Work:

- Certify results delivery interfaces to ambulatory EHRs. This means ensuring that all data types from all data sending organizations are able to be processed across the interface and are stored and displayed correctly.
- Develop interfaces from DHIN's Mirth integration engine to designated external systems and end points.
- Serve as primary support for configuration management and incident management on DHIN result delivery systems.
- Serve as a technical resource for the DHIN Project/Technical Team
- Assist in the development, maintenance, and documentation of DHIN project work plans using tools and methodologies of the DHIN.
- Provide a deep understanding of the currently applied technologies, data models, application functionality and development processes.
- Serve as primary escalation point for Customer Support Specialist(s) for all data traversing DHIN Infrastructure
- Review all new features / functionality related to DHIN / Novo Grid upgrades to assess impact and augment communication to end users.

- Subject Matter Expert on DHIN Novo Grid Processing for Tier 2 support, and escalations
- Assist Network Operations Manager in all aspects of IT network and operations to be proactively monitored
- Work with vendors to resolve operational issues, and serve as an escalation point for day to day technology issues for DHIN's internal and external customers.
- Work with vendors and deploy best practices in release management and configuration management to control impact on DHIN EMR integrations with end user practices
- Automate data quality, data audits and reconciliation processes to enhance end user experience
- Mentor team members to support DHIN IT network and operations as appropriate

Supervision Received

- The position reports to HIE Manager of Network and Operations

Supervision Exercised

- None

Job Impact

- Work performed in this position impacts thousands of users of the DHIN system across the entire state of Delaware and into bordering states.
- This position does not exercise budgetary functions
- Timeline of work assigned is usually hours to days, but special projects follow timelines from DHIN's PMO Office

Key Competencies

The following are the minimal knowledge, skills, and abilities which the Network Operations Systems Analyst must possess:

- Understanding of the fundamentals of IT network and operations and project management concepts and practices.
- Knowledge of system development methods used for the development of new systems and enhancements to existing information systems.
- Demonstrated skill in technical communications to a diverse group of stakeholders, including non-technical audiences.
- Knowledge and understanding of the ONC technical standards for certification of EHR technology (CEHRT)

- Understanding of IT concepts and basic operating principles of healthcare information systems, and data standards.
- Ability to draw conclusions, define problems, and recommend solutions.
- Effective communication skills to negotiate solutions and alternatives.
- Ability to mediate among stakeholder groups and individuals to resolve conflicts and disagreements.
- Ability to focus and manage time in a fast-paced and deadline-driven environment
- Proven understanding of healthcare workflow dynamics and how they relate to successful implementations of healthcare technology.
- Demonstrated solid understanding of HL7 and HIT standards, and interoperability.
- The successful candidate must be organized, detail-oriented, flexible and comfortable working in a dynamic environment.

Qualifications

The successful candidate will possess the following experience and credentials:

- At least three years of experience in managing IT network and operations in a health care setting
- Mirth Certified Professional with at least 2 years' experience developing and deploying channels in Mirth Connect. Will consider a candidate with similar certification and experience in another integration engine commonly used in health IT (such as Cloverleaf or Rhapsody), with a commitment to becoming a Mirth Certified Professional within first year of employment.
- ITIL/ITSM Foundations Certified, or commitment to become certified within first year of employment.

Education

Bachelor's degree in Computer Science or Information Technology preferred; equivalent work experience will be considered.

Interested parties should send resume and cover letter to careers@dhin.org or visit www.dhin.org.