



## **Director of Informatics Position Description 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 Director of Informatics (DI) is part of the DHIN leadership team, reporting to Dr. Jan Lee, CEO. The DI works collaboratively with the CEO and other DHIN leaders to develop strategy and translate strategy into tactical and operational reality. Collaboration and cooperation to make the entire DHIN team successful are the paramount requirements of members of the DHIN leadership team.

Specifically, the DI bridges healthcare IT and the clinical profession, as well as understands financial, operational, and quality performance drivers of DHIN’s subscribers. The DI oversees DHIN’s analytics services, which currently is limited to clinical data from DHIN’s data contributors. DHIN is working toward establishing a claims database as well, and the analytics function will become much more prominent at that time.

The Director of Informatics exercises responsibilities and skill at SFIA level 5.

Autonomy	Works under general direction within a clear framework of accountability. Exercises substantial personal responsibility and autonomy. Plans own work to meet given objectives and processes.
Influence	Influences customers, suppliers and partners at account level. May have some responsibility for the work of others and for the allocation of resources. Participates in external activities related to own specialism. Makes decisions which influence the success of projects and team objectives.
Complexity	Work includes a broad range of complex technical or professional activities, in a variety of contexts. Investigates, defines and resolves complex issues.
Business skills	Selects appropriately from applicable standards, methods, tools and applications. Communicates fluently, orally and in writing, and can present complex information to both technical and non-technical audiences. Facilitates collaboration between stakeholders who share common objectives. Plans, schedules and monitors work to meet time and quality targets. Rapidly absorbs new information and applies it effectively. Maintains an awareness of developing technologies and their application

and takes some responsibility for driving own development.
--

Independent judgment and initiative are important and valued, but must never result in operational silos or sub-optimization within the organization. Frequent communication with other DHIN leaders is essential to ensure that the leadership team is united in expectations and execution.

The ideal candidate will be prepared to step outside of traditional job boundaries to meet the needs of the moment in support of the DHIN mission, and therefore must be flexible and adaptable to changing circumstances. A strong work ethic and ability to work well within a team are essential. The ideal candidate must have strong computer skills and excellent verbal and written communication skills, be exceedingly well organized, attentive to detail, flexible, proactive, resourceful and efficient, and must remain poised and composed under pressure and maintain utmost confidentiality and professionalism in handling protected health information and information which is proprietary and confidential to DHIN's vendors and technology partners.

The position is primarily located at the DHIN headquarters in Dover, DE. However, following a period of orientation, a great degree of flexibility in work hours and location are possible. Many of DHIN staff work from home one or more days each week. Travel is required within the state of Delaware with occasional travel outside of Delaware for training, speaking engagements, conventions, etc.

### **Scope of Work:**

#### *Principle Duties and Responsibilities*

- Provide clinical perspective to the technology, marketing and customer relation arms of DHIN.
- Interpret technical concepts to non-technical audiences.
- Translate clinical/financial data access and reporting needs from subscriber perspective to DHIN staff.
- Serve as subject matter expert on population health, quality reporting, clinical analytics and industry trends.
- Participate in information management and data governance functions involving DHIN and DHIN's data senders.
- Provide expertise in Meaningful Use, MACRA (MIPS and APMs), and other informatics related regulatory and quality reporting requirements.
- Develop analytics abilities to meet the needs of ACO, hospital, provider, and long term care subscribers.
- Foster a solution-focused culture within DHIN that centers around subscriber data needs to improve patient outcomes and quality performance as well as financial performance.
- Work collaboratively with subscribers and internal DHIN staff to provide consultative knowledge and guidance to ensure a high level of customer service.
- Identify and calculate return on investment for both the DHIN and its subscribers
- Prioritize analytics needs based on significance of improvement to patient outcomes/quality performance or subscriber financial performance in relation to project time, effort, and cost.

- Public Speaking related to DHIN's clinical informatics/analytics strategy, population health, Meaningful Use, MACRA, or other topics as needed.
- Serve as Process Owner for DHIN's internal processes related to continuous service improvement (Stage 5 of the IT Service Management Lifecycle). Functions in this role at SFIA Level 6 -- Prioritizes areas for quality and/or environmental improvement in light of the strategy, wider business objectives, results from internal and external audits, and advice from colleagues. Initiates the application of appropriate quality management techniques in these areas. Initiates improvements to processes by changing approaches and working practices, typically using recognized models. Achieves and maintains compliance against national and international standards, as appropriate. Identifies and plans systematic corrective action to reduce errors and improve the quality of the systems and services, by examination of the root causes of problems.

#### *Supervision Received*

- The position reports to the DHIN CEO

#### *Supervision Exercised*

- Supervises a data analyst (staff expected to grow as the claims database is operationalized)
- May lead matrixed teams and provides coaching and mentoring to junior staff.
- Provides subordinates with regular feedback on their performance.
- Responsible for the performance reviews and other HR functions for assigned staff, with input from other section leaders who have direct observation of their work.
- Performs career counseling, helps subordinates plan for professional development in keeping with personal goals and organizational needs

#### *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.
- Budget impact of this position is moderate.
- Timeline of work assigned varies.

### **Key Competencies**

The following are the minimal knowledge, skills, and abilities which the Director of Informatics must possess:

- Understanding of data structures, normalization, and basic concepts of querying data.
- Expert level knowledge of Meaningful Use and MACRA.
- Strong understanding of financial drivers for ACOs, hospitals, long term care facilities, and providers.
- Experience with inpatient and ambulatory clinical workflows and challenges.
- Thorough understanding of quality reporting requirements for inpatient and ambulatory environments and how to translate those requirements into real-time reporting and measurement.
- Experience in identifying contributors to poor quality and patient outcomes and how to operationalize and measure improvement efforts.
- Proficient in identifying return on investment from analytics initiatives for both the DHIN as well as its subscribers.

- Highly proficient in the use of Microsoft Office software suite including Excel and PowerPoint.
- Must possess strong analytic skills, be detail oriented, demonstrate tact and courtesy with both internal and external customers and resources, have strong work ethic and be a self-motivator.
- Must work well under pressure and be able to communicate well to a wide-range of skill sets, to include technical, clinical, business, operations, and financial staff as well as entry-level to executive level staff both internally and externally.

## **Qualifications**

The successful candidate will possess the following experience and credentials:

- Must have a degree in a health care professional field (BSN, MSN, NP, PA, MD, DO).
- Graduate certificate (master's degree preferred) in health informatics, or equivalent credential.
- Minimum 3 years' experience in healthcare informatics- both hands on and leadership roles preferred.
- Project management experience required.
- All DHIN employees are expected to be certified in ITIL Foundations, or commit to becoming certified within the first year of employment. This is a condition of employment. The DHIN management team is further expected to progress through ITIL intermediate certifications and become a certified ITIL Expert. Opportunities to achieve this will be provided by DHIN.

Interested parties should send resume and cover letter to [careers@dhin.org](mailto:careers@dhin.org) or visit [www.dhin.org](http://www.dhin.org).