



About DHIN

Delaware Health Information Network (DHIN) is the nation's first operational statewide health information exchange, connecting health data with those who use it, actionable insights, and healthier lives and communities. Since going live in 2007, DHIN has helped healthcare providers, data partners, policymakers, and other partners securely access and share the information needed to make smarter, more informed healthcare decisions. Behind this important work is a small, highly collaborative team of professionals who bring diverse expertise, ideas, and perspectives in support of a shared mission. At DHIN, employees have the opportunity to make a meaningful impact, work closely across teams, and contribute to innovative solutions that help shape the future of healthcare.

Position Overview

The Project Manager plays a critical role by serving as the lead for project work for all assigned project initiatives and will integrate with all DHIN teams, stakeholders, and technology vendors. Projects are typically IT integration projects but are shifting towards projects requiring software development and customization. The Project Manager has no positional authority and must be able to create and sustain cooperative voluntary relationships between project participants.

DHIN's main office is located in Dover, DE. While this position will have the flexibility to work remotely, some in-office work is required.

Duties and Responsibilities

- Participate in the Service Design process as needed, assisting in the development of new projects and services for presentation to and approval by DHIN management.
- Work with an integrated team to gather and analyze requirements for approved projects, including participating in customer discovery calls.
- Gather requirements from customers, DHIN business relationship managers, and project executive sponsors; develop detailed requirements analyses.
- Document expected customer business outcomes for each assigned project and establish success metrics, including a customer satisfaction survey.
- Develop and document use cases, user stories, and process flow, data flow and workflow diagrams.
- Develop a Preliminary Project Scope document covering objectives, project team members, scope boundaries, deliverables, risks and mitigations, constraints, high-level process flow, and high-level schedule; review with Design Team, Director of Plans & Programs, customer, and project executive sponsors.
- Own final review and approval of project requirements and schedule at project kickoff.
- Develop and update project plans for IT projects, including objectives, scope, technologies, systems, specifications, schedules, funding, staffing, and deliverables.
- Develop and manage a work breakdown structure (WBS) to estimate the effort required for each task.
- Work with community participants to document current clinical data flows and workflows.
- Identify the project life cycle deployment stage and assess its impact on quality, cost, resources, scope, and time.

- Maintain accurate project and portfolio records required under the Project Management Methodology.
- Report on project status accurately and timely; prepare weekly status reports covering progress, escalations, data slippage, risks and mitigations, and other key metrics.
- Monitor and track project milestones and deliverables.
- Manage project scope by documenting and obtaining approval for scope changes through established change management procedures.
- Resolve or escalate critical issues, changes, problems, or delays to the project's executive sponsor and DHIN management.
- Establish and execute a project communication plan, including weekly project meetings, to set and manage expectations.
- Act as a mediator between stakeholders, DHIN team members, and vendors.
- Serve as a resource for other staff in identifying and resolving problems.
- Submit project deliverables, ensuring adherence to quality standards.
- Ensure satisfactory transfer of control upon project completion; close out and archive all project documentation.
- Develop "lessons learned" documentation, including a minimum of three key success measurements of project success (e.g., customer satisfaction survey results).
- Function as a practitioner of continuous improvement.

Qualifications

- Bachelor's degree in a related field is required. A candidate without a degree but equivalent work experience may be considered.
- Project Management Professional (PMP) certification is required.
- 5+ years of experience in project management, with emphasis on experience in IT integration. Experience in health IT and knowledge of HL7 is a plus but not required.
- Experience managing multiple projects simultaneously in a matrixed environment is preferred.
- ITIL Foundations certification is required for all DHIN employees or must be obtained within the first year of employment as a condition of employment.
- Strong work ethic and demonstrated ability to work well within a team.

Skills & Abilities

- Basic understanding of healthcare processes and workflows and how they relate to successful implementation of healthcare technology.
- Knowledge of HL7 standards.
- Knowledge of IT service management lifecycles and the ITIL framework of best practices.
- Thorough practical and theoretical understanding of the Project Management Body of Knowledge (PMBOK).
- Thorough understanding of project management phases, techniques, and tools: initiation, planning, execution, monitoring and control, and closing.
- Demonstrated ability to apply rigorous project management methodologies while remaining flexible and responsive to changing conditions.
- Proficiency with tools supporting project work, including Asana and the Microsoft Office suite, with proven ability to develop charts and graphs to summarize information for reporting.

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- Strong understanding of stakeholder needs and their impact on end users.
- Demonstrated ability to facilitate meetings and mediate among stakeholder groups and individuals to resolve conflicts and disagreements.
- Demonstrated ability to establish and maintain effective relationships and partnerships with key stakeholders.
- Strong interpersonal, communication, facilitation, and presentation skills, both verbal and written.
- Strong analytical and problem-solving skills.
- Ability to work independently with minimal supervision, as well as effectively within a small team.
- Ability to prioritize and organize work effectively under pressure, including managing plans that pool multiple resources and account for uncertainty.
- Organized, resourceful, and skilled at multitasking to address competing priorities in a timely, efficient manner.
- Self-starter with strong attention to detail and a drive for excellence.
- Flexible and adaptable to changing circumstances; poised and composed under pressure.
- Strong work ethic and commitment to effective teamwork.

Compensation and Benefits

- The base salary range for this role is \$109,722 to \$128,241, depending on experience and credentials. There is potential for an 8% performance incentive annually based on performance against established organizational and personal goals for each fiscal year. If the full incentive is earned, the total cash compensation for this position ranges from \$118,500 to \$138,500.
- Flexible Time Off (FTO) program that offers flexibility employees need to rest, recharge, and take care of their personal commitments.
- Highmark medical plan with employer contributions of 80% of the in-network deductible contributed to an HSA account of employee's choice.
- Highmark Blue Edge Dental Flex dental plan with 100% of the cost of the employee covered by DHIN (employee bears cost of dependents).
- Voluntary vision plan offerings through VSP.
- Wellness programs through Blue365, Spring Health, and Well360.
- SIMPLE IRA with company matching up to 4.5%.
- Short- and long-term disability and AD&D insurance covered 100% by DHIN.
- \$50k life insurance coverage with option to increase to \$100k or \$150k, with DHIN covering the cost for whichever policy the employee chooses (minus taxes).
- Elective benefit options such as identity theft protection insurance, Accident, Critical Illness, and enhanced life insurance are available through AFLAC.

Interested parties should send their resume and cover letter to careers@dhin.org, or apply through Indeed, LinkedIn, or ZipRecruiter.