

**Ohio Health Information Partnership
CliniSync Outreach Coordinator
Job Description**

Job Title: CliniSync Outreach Coordinator
Reports To: Manager – HIE Connectivity/Exchange Solutions
Prepared Date: October 2017

Summary:

The primary focus of the Outreach Coordinator position is the promotion of the CliniSync HIE to physicians, provider groups, long term care facilities and other organizations to increase referral volumes and build physician satisfaction.

The CliniSync Outreach Coordinator must be a professional highly motivated self-starter with excellent interpersonal skills. The Outreach Coordinator is responsible for coordinating the implementation of CliniSync in practices, LTC facilities and other entities involved in the care of a patient. An Outreach Coordinator is assigned to a primary region but will be flexible by traveling to other regions as is necessary. The Outreach Coordinator will follow the practice/facility/entity from contracting, to implementation, on to support transition and serve as a point of contact for additional needs moving forward. The Outreach Coordinator is responsible for building/fostering a positive relationship with all CliniSync participants. An Outreach Coordinator may spend several days visiting participants or in an office setting coordinating activities.

Technical resources and support personnel are available to assist the Outreach Coordinator however, the Outreach Coordinator will be trained to understand and communicate the operation of CliniSync's solutions.

Essential Duties and Responsibilities:

- Basic understanding of the installation and configuration process for iNexx in order to participate/navigate on a support session while at a participants site
- Onboard hospital-based physician liaisons to assist in community coordination as requested
- Mutually coordinate a community outreach plan with contracted hospitals in region
- Collect participant agreements and direct identity forms for execution
- Coordinate prerequisites for integration projects for practices/facilities who choose CliniSync's integrated delivery services
- Coordinate prerequisites for publishing projects for practices/facilities
- Coordinate prerequisites for CHR practice/provider onboarding and training
- Coordinate all CliniSync solutions the participant selects; acts as a conduit between the CliniSync technical team and the practice
- Participate and communicate activity during touch point calls with hospitals in the region
- Share CliniSync marketing materials and play recorded demonstrations within the region to interested parties
- Act as a resource to CliniSync's support staff to assist in coordinating ticket resolution for participants
- Assist participants in using the CliniSync support portal

- Document all activity with leads and participants in the project site
- Support projects by identifying inefficiencies and recommending solutions
- Participate in project status meetings with hospitals, practices and other participating CliniSync organizations
- Assist CliniSync Account manager with communication to participants as needed
- Provide support in the absence of peers outside of assigned community
- Provide status updates on progress to peers
- Coordinate communications between CliniSync and community
- Communicates regularly with Communications Director regarding feedback on marketing materials
- Respond to customer questions and concerns with speed and professionalism
- Perform other duties or special projects as requested

Education and/or Experience:

Degree from an accredited college or university and a minimum 3 years related experience in the healthcare field.

Language Skills:

Ability to read, analyze, and interpret general business documents and governmental regulations. Ability to write reports and business correspondence. Ability to effectively present information and respond to questions from business partners, board members, healthcare provider practices, IT consultants and the general public.

Reasoning Ability:

Ability to define problems, collect data, establish facts, draw valid conclusions and propose solutions.

Computer Skills:

To perform this job successfully, the individual should possess proficient skills in the following:

- Microsoft Office software (Outlook, Power Point, Word, Excel, Access)

Other Skills and Abilities:

- Strong team player with the ability to work independently
- Ability to demonstrate skills in analysis, organization, prioritization, leadership, project management, and communication methods utilizing tools and techniques associated with products such as Outlook, Word, Excel, PowerPoint, Project, etc
- Demonstrate ease in exercising professional poise, initiative, good judgment, good problem solving, change management and decision making
- Ability to work well with people from many different disciplines with varying degrees of technical and healthcare expertise
- Strong written and verbal communication skills

- Knowledge of healthcare environment, with the focus on Ohio
- Ability to collaborate with a broad project team and respond to time-sensitive situations
- Self-motivated, self-starter, independent worker
- Ability to travel for day trips within Ohio
- Possess strong organizational skills and be detail oriented
- Ability to work cooperatively with others (peers, managers and senior management)
- Flexibility and adaptability in handling changing priorities under tight deadlines