**JBM**
Recruitment

## CLIENT OVERVIEW

The client is a leading cardiovascular performance company dedicated to helping doctors and health systems deliver the best care, to the most patients, at the lowest cost.  The company partners with ambitious enterprise heart centers and cardiovascular teams looking to achieve superior clinical and financial performance.

## ROLE DESCRIPTION

The Director of Client and Analytics Services is responsible for managing and supporting current and new client installations to deliver cardiovascular performance improvement solutions.  Additionally, this role is responsible for deployments of clinical and financial analytic applications and for collaborating with current and prospective clients to define, develop, and deliver new clinical performance products.

**ESSENTIAL DUTIES**

- Serve as project management and application support liaison between company, customers, and third party strategic partners.
- Lead change management discussions with clients, leveraging the organization's technologies to set goals, targets, and monitor performance.
- Provide detailed specifications for client data deliverables and new client product requirements, to product managers & manage product delivery to clients.
- Capture and establish understanding of the use model for all applications modules.
- Establish working relationships with client clinicians, staff, IT personnel, and project managers.
- Develop project plans for new clients and existing clients. Plans include on boarding new orders and contracts, establishing list of deliverables per client contract, and creating project plan road map which include project plan milestones per client contract and company go-live objectives.
- Manage, monitor, and track implementation project milestones and deliverables, and ensure company standards are met.  All client meetings, conversations, and engagements are required to be documented in writing
- Establish and manage cross functional groups with client, support, product development, and (potentially) third party

vendors for each project to support the project plan objectives and successful completion of project go-live.

- Provide sales & marketing with material based on feedback and success from current clients.
- Establish and maintain a routine communication schedule and environment with all parties associated with each project to guarantee successful and on-time completion.
- Manage upgrade process for existing projects to ensure pre-deployment testing has been completed to ensure success of upgrades during implementation process.
- Manage all interface activities for each project including HL7, DICOM, and third party API.
- Manage go-live action items including the coordination of client clinical training, support training, and IT training, if necessary.
- Prepare and maintain project status reports for managers by collecting, analyzing, and summarizing information and trends.
- Confer with company clients and staff to identify and resolve problems.

**REQUIREMENTS & SKILLS**

- Clinical degree (Masters of Public Health, Physician Assistant, Registered Nurse)
- 3+ years required experience in/with:
  - o Quality and/or Performance Improvement initiatives in hospitals and health systems. (Required)
  - o Presenting information/data visualizations in front of critical audiences (physicians, nurses, hospital administration)
  - o Analytics tools and visualization applications (e.g Tableau)
- Up to 50% travel: travel domestically to company customer sites, trade shows, and conferences.
- Preferred candidates will have knowledge and experience in one, or all, of the following:
  - o Healthcare project management
  - o Hospital cost accounting and/or clinical data

- o Data interoperability standards and HL7 / DICOM interfaces
- Inventive, thinks outside the box to deliver exceptional client analyses
- Takes full ownership of projects and clients to maintain high standards of delivery to clients
- Excellent leadership ability, team management, and interpersonal skills.
- Advanced computer skills, including Microsoft Office, Project Management software, and the Internet.
- Ability to work independently with little or no supervision.
- Desire to work in a fast-paced environment with the ability to adapt to rapid changes in priorities
- Strong verbal and written communication skills with the ability to work effectively with clients on technical (all) issues (Required) (Ability to document daily client engagements)
- Strong problem solving and conflict resolution skills (Required)
- Excellent organizational skills