



Job Description

Chief Information Officer

MyHealth Access Network

Reports to:

CEO

MyHealth Access Network is a 501(c)(3) non-profit Health Information Exchange (HIE) providing innovative, cutting-edge health information exchange services for hundreds of healthcare stakeholders in Oklahoma. Patient care is improved through providers and specialists having direct, real time access to more complete patient information and one another to through a secure connection.

MyHealth and its stakeholders also recognize the need to coordinate care with many different agencies, not only relating to a person's physical health, but to social determinants of a healthful life. Our organization believes in the five rights of health information: Right patient, right provider, right information at the right time in the right setting. We believe in the individual right to privacy and security. We value and endeavor to help create and sustain healthy communities.

The Chief Information Officer (CIO) will provide strategic planning and oversight of new and existing technology initiatives, and leadership in the ongoing development, implementation, maintenance and security of MyHealth Access Network technology and data assets. The CIO will lead MyHealth Access Network in researching, selecting and integrating information systems to support and enable current business objectives and future business goals. The CIO is directly responsible for business continuity of all products and services including the vendors who support and secure the infrastructure. As a key member of the Executive team, the CIO is also responsible for the organizational IT budget, and as such, the coordination of the IT budget with the organization-wide budget development.

Summary of Duties

Areas of responsibility include all technical functions including, but not limited to:

- Manage the ongoing development, implementation, maintenance and security of MyHealth Access Network information systems, and address integration, interoperability and federal/state policies related to required health information technology laws and practices.
- Research and evaluate existing and emerging technologies to understand where upgrades and new systems can be used to improve operations and achieve organizational goals.
- Participate as a member of the MyHealth Access Network Leadership team in business plan development and strategic planning that supports the maintenance of a financially successful organization.
- Provide strategic and tactical planning, development, evaluation, and coordination of the information and technology systems for MyHealth Access Network product and service offerings.



- In coordination with other leadership team members, define policies, processes and procedures to manage the technical activities and security of MyHealth Access Network.
- Oversee all customer care, technical support, data analytics, and system integration activities.

BUDGET/CONTRACTS

- Develop annual capital and operating budgets for MyHealth Access Network technology infrastructure and staffing.
- Approve, coordinate and control projects related to selection, acquisition, development and installation of major information systems. Provide advice to CEO on evaluation, selection, implementation and maintenance of information systems, ensuring appropriate investment in strategic and operational systems. Evaluate systems to measure their success.
- Review all hardware and software acquisition and maintenance contracts, soliciting involvement and participation of other management team members as appropriate.
- In coordination with other leadership team members, develop and maintain corporate policies and standards aimed at maximizing effectiveness and minimizing costs related to the acquisition, implementation and operation of IT systems.
- Develop, when possible, master purchase or lease agreements for hardware, software, maintenance and telecommunication services.
- Lead technical vendor contract negotiations.
- Develop and monitor the approved annual operating and capital budgets for information and technology systems.
- Maintain contact with IT suppliers and maintain knowledge of current technology, equipment, prices and terms of agreements to minimize the investment required to meet established service levels. Evaluate alternatives, perform appropriate cost benefit analysis, and recommend solutions that maximize effectiveness and minimize costs commensurate with acceptable risks.
- Manage relationships with vendors for sales, service and support of all information systems and technology. Oversee maintenance of problem logs, documenting system errors or defects. Serve as the primary contact to software, hardware and network-related vendors, consultants, and partners.

PLANNING/POLICY DEVELOPMENT

- Work in close collaboration with leadership team members on short and long term business priorities, contracting, budgeting, product enhancements, business development, onboarding, upgrades, security, etc.
- Responsible for the technology vision and planning processes to regularly evaluate existing technology, information systems, and staffing. Research new solutions and technologies and recommend changes to senior management.



- In coordination with other leadership team members, maintain an enterprise-wide information security program and enforce its security policies, practices and procedures to ensure the confidentiality, integrity and availability of the information maintained by MyHealth Access Network.
- Oversee the linkage (“interoperability activities”) between external technology systems (e.g. health care organizations and providers, partners, vendors, clients and government) and the systems managed by MyHealth Access Network.
- Recommend changes to software applications based on analysis of their impact to all users’ requirements.
- Ensure the development of effective and feasible ways to satisfy user requirements.

SECURITY/SYSTEMS ADMINISTRATION/REPORTING

- In coordination with other leadership team members, ensure systems conform with the requirements of applicable cybersecurity, regulatory and legal frameworks (NIST, HIPAA, HITRUST, potentially others).
- In coordination with other leadership team members, promote and oversee relationships between MyHealth Access Network resources and external entities (e.g., government, vendors, researchers, clients and other health care organizations). Develop and maintain software and hardware lifecycle plans for MyHealth Access Network technology assets and the products and services they render.
- Develop, maintain and direct the systems architecture, document the standards and protocols for data exchange, security, communications, software development and interconnection of health care network information systems.
- Coordinate and manage reporting needs and data analysis for MyHealth Access Network. Ensure that the gathering, processing, distribution and use of pertinent information required by management to make decisions occurs in a timely, accurate and cost effective manner.
- Oversee back office computer operations, including local area networks and wide-area networks, and virtual private network connectivity to the HIE and the cloud.
- Manage end-user customer care.
- Develop and administer system recovery and incident response plans in the event of disaster, power failure, breach, unauthorized access, etc.
- Organize, facilitate and escalate as necessary the correction of system failures.
- Oversee the development, maintenance, and communication of systems documentation, policies, and procedures.
-

TRAINING



- Communicate IT plans, policies and technology trends throughout the organization, including management and professional staff.
- Administer documentation and on-line help facilities for internal operations.

SUPERVISION/STAFF COORDINATION

- Select, train, supervise, evaluate and dismiss, if necessary, information technology staff and ensure that the duties and roles assigned to the IT staff will be performed during vacations, illnesses, and other cases where the SMEs are not available. Direct supervisory responsibility for team supervisors and other roles to be determined based on the growth of the organization.
- Work in close collaboration with the project management office to develop, refine and implement project management methodologies to ensure that project goals are accomplished on time, on budget and on schedule.
- Perform other duties as assigned by the Chief Executive Officer.

Experience Requirements

Minimum of 10 years of experience with increasing responsibilities for management and support of healthcare information systems and information technology, direct management of a major IT operation is preferred. Significant experience in a health care setting is desirable, specifically in technology and information systems planning to support business goals. Experience should also include exposure to both shared and outsourced solutions, as well as support of in-house information and communication systems in a multi-site client-server environment. Specific experience with practice management, financial management and clinical management information systems is a plus. The ideal candidate will also have:

- Familiarity with desktop, notebook, handheld, server computer hardware and storage systems.
- Familiarity with the cloud and local and wide area network design, implementation, and operation.
- Familiarity with Windows, Linux, MS-SQL, Oracle, SQL, VMware, Veeam, SAN, software development, APIs and security best practices including authentication and authorization.
- Knowledge of various office productivity software programs such as word processing, databases, spreadsheet programs, and communications software.
- Familiarity with various computer peripherals such as printers, monitors, modems and other equipment.
- General knowledge of business processes and their interrelationship gained through ten or more years of related experience.
- Ability to analyze and resolve complex issues, both logical and interpersonal.



- Effective verbal and written communications skills and effective presentation skills, all geared toward coordination and education.
- Ability to negotiate and defuse conflict.
- Self-motivator, independent, cooperative, flexible, creative.
- Current driver's license and access to reliable transportation; ability and willingness to travel when necessary.

Requires a bachelor's degree in Computer Science, Business Administration or a related field or equivalent experience. A Master's degree in Health/Hospital Administration, Public Health, Business Administration, Public Administration, or related field is highly desirable. PMP certification preferred.

Comprehensive knowledge of:

- Business principles and techniques of administration, organization, and management to include an in-depth understanding of the key business issues that exist in the health care industry. These include, but are not limited to, knowledge of strategic and operational planning, health care economics, personnel administration, federal, state and local laws, marketing, financial and cost analysis, trends in the health care industry, and primary health care administrative theory and practice.
- Data processing methods and procedures, and computer software systems
- Systems design and development process, including requirements analysis, feasibility studies, software design, programming, pilot testing, installation, evaluation and operational management
- Business process analysis and redesign
- Design, management, and operation of managed IT systems

Proven skills in:

- Negotiating with vendors, contractors, and others
- Budget preparation and monitoring
- Planning and organizing
- Management and leadership
- Project management methods
- Communication



Demonstrated ability to:

- Relate to all levels of the user community
- Be a team player that motivates and educates other team members
- Plan, implement and support systems in a complex health care environment
- Set and manage priorities
- Comprehend complex, technical subjects
- Translate technical language to lay audiences
- Link and apply complex technologies to business strategies