

## **Chief Operating Officer**

MyHealth Access Network

### **Reports to Board of Directors**

### **This is a 100% Remote Position**

### **Must Reside in Oklahoma**

MyHealth Access Network is a 501(c)(3) non-profit healthcare information exchange. MyHealth allows interoperability between the different electronic health records throughout our state. By allowing each healthcare facility to submit patient records to one central location MyHealth Access Network is able to present all of an individual's health records viewable in on location. Enabling for improved patient care, and a more efficient use of resources. MyHealth also uses this data to provide social need screening, track quality measures, provide alerting to the providers, and work with community organizations to improve social determinants of health.

MyHealth and its stakeholders also recognize the need to coordinate care with many different agencies, catering not only to a person's physical health but to all the social determinants of a more healthful life. Our organization believes in the 5 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 and we value a healthy community.

### **Summary of Duties**

The Chief Operating Officer of MyHealth and is responsible for the overall leadership and administration of the organization, reporting to the board of directors.

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

- Marketing & public relations
- Client relationship & experience management
- Technology & information systems
- Data privacy & security
- Data management
- Data analysis & informatics
- Key vendor management
- Financial management
- Human resources & facilities
- Legal & risk management.

In addition, MyHealth is actively involved in developing capabilities in the Social Determinants of Health and Community Information Exchange (CIE) spaces and currently has developed two funded programs to gain experience in these spaces and for future opportunities and infrastructure growth.

The COO works closely with the CEO.

### **Primary Duties**

- Provides active executive leadership of all areas of the organization.
- Reports enterprise performance, condition and risks to the CEO on a regular and timely basis. Provides guidance and feedback to committees of the Board.

- Working with the CEO, develops long-range strategy which achieves MyHealth's mission and makes consistent and timely progress.
- Works with the CEO and health care community leaders to monitor needs and identify opportunities for enhancing HIE and CIE product delivery.
- Works with the CEO and public relations firm regarding state, local and Federal developments and engagement opportunities.
- Works with the CEO on Board and Governance matters providing recommendations and acting on directives.
- Ensures that effective communication with participating organizations and other critical stakeholders is achieved.
- Ensures strong client service and favorable customer experience through active engagement with providers and users of data and information.
- Ensures that policy development and documentation activities are being properly addressed.
- Ensures that privacy, security and compliance requirements are being achieved.
- Working with the CEO, develops information technology direction and prioritization. Oversees the selection and implementation of new technology, and continuous evaluation of current technology in place. Stays abreast of emerging technologies affecting current and future directions.
- Oversees technical and other key vendors to ensure favorable performance, compliance and risk management. Acts to ensure mitigation of risks and remediation of subpar performance.
- Oversees data management, analysis and reporting to satisfy client requests and identifies new opportunities to provide value-added, derivative products and related revenues.
- Overall responsibility for staff hiring and performance. Ensures that effective employee performance and benefit plans are in place and functioning well.
- Ensures that grant and program management goals and objectives are being met.
- Ensures that contract commitments and project management goals and objectives are effectively being achieved.
- Oversees the management of enterprise risks, including but not limited to legal, financial, operational, technology and strategic risks.

### **Experience Requirements**

- Bachelors degree in related field. Masters preferred.
- 12+ years of Health Care industry experience in hospital or clinical provider delivery or payor organizations. Experience in operations and financial management preferred.
- 10+ years of general management experience; 5+ years at the executive level. Strong organizational management and development skills required.
- Significant Information Technology knowledge and experience with data management and informatics, including data warehousing, analytics tools, code development, hosting environments, data integrations, healthcare message routing, and related technologies.
- Demonstrated operations management experience, including vendor management skills.
- Excellent verbal and written communication skills, particularly Board level and client presentation skills.
- Proven ability to develop new business opportunities. Strong client relations skills.
- Strong experience with project management and related skills (i.e., Agile, PMO, etc.)
- Experience with and understanding of enterprise risk management (ERM).

## **Desired Qualifications**

- Demonstrated ability to communicate, present, and influence credibly and effectively at all levels of the organization.
- Proven ability to manage multiple projects at a time while paying strict attention to detail.
- Comfortable working with cross-functional teams at all levels of an organization to obtain knowledge that facilitates problem resolution.
- Strong data analysis, writing, and oral presentation skills.
- Exceptional organization and time management skills.

## **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

## **Work Environment**

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets, fax machines, paper binders and paper cutters.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit; stand; walk; use hands to finger, handle or feel; and reach with hands and arms. The employee is required to lift a maximum of 30 pounds.

## **Position Type/Expected Hours of Work**

Some flexibility in hours is allowed, but the employee must be available during the “core” work hours of 8:30 a.m. to 5 p.m. and must work 40 hours each week to maintain full-time status.

Travel Occasional - travel may be required in support of customers, local and statewide.

## **AAP/EEO Statement**

MyHealth expressly prohibits any form of unlawful employee harassment based on race, color, religion, gender, sexual orientation, national origin, age, genetic information, disability or veteran status.

## **Other Duties**

This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice. The following are always expected:

- Comply with employee handbook
- Be prompt and on time
- Communicate clearly
- Treat others with respect
- Maintain confidentiality where appropriate
- Be honest and open with questions, concerns and feedback for others