



Position Description

Title: eHealth Exchange Senior Vice President of Operations and Staff

Reports to: eHealth Exchange Executive Director

FLSA Status: Exempt, Full Time

Supervisory Responsibility: Yes – Technical, Operational, and Administrative Staff

Location: Remote

Compensation Range: \$168,700 – \$210,100

POSITION SUMMARY:

The eHealth Exchange Senior Vice President of Operations and Staff (SVP of Ops) serves as a senior executive in the company supporting its programs and initiatives and providing services to its affiliates. This position is designated to lead eHealth Exchange operations and support the eHealth Exchange Executive Director.

In the capacity of the eHealth Exchange SVP of Ops, this individual plays an integral role in shaping the future direction and growth of the leading nationwide network that enables health data sharing between and among health information networks and service providers. This role is responsible for developing and executing operational, financial, and marketing plans for eHealth Exchange, in consultation with the eHealth Exchange Executive Director. This role will also lead the delivery of eHealth Exchange product and service strategy and execute a multi-year road map that adapts to a dynamic and evolving market.

This eHealth Exchange SVP of Ops will spearhead efforts to build out and deploy innovative, high quality, and efficient data sharing services to continuously expand network connectivity and value to network participants and the 250 million patients they serve.

This eHealth Exchange SVP of Ops must be expert in the field of health information exchange.

About eHealth Exchange:

eHealth Exchange is a nationwide health data sharing network, which enables the secure sharing of health information among public and private participants, including federal agencies, health systems, healthcare provider organizations, regional and state health data sharing networks, public health, payers, and others in support of better care for individuals and populations.

ESSENTIAL FUNCTIONS:



- Develop and execute action plans that fulfill the strategic plan, align with long-term business objectives, and respond to industry demands; allocate resources and manage finances to achieve strategies
- Support the Executive Director and Board Treasurer in the financial management of eHealth Exchange to achieve desired strategic outcomes: operate within the budget, maximize efficient resource management, and maintain a positive financial position
- Support the Executive Director in developing revenue models and assure continued growth and sustainability of the company
- Responsible for the efficient operation of the eHealth Exchange network, including legal framework, policies, process, committees, workgroups, directories, sales prospecting and certificates
- Build long term relationships with key industry and governmental organizations that expand stakeholder engagement to enhance and broaden eHealth Exchange
- Explore new opportunities to expand eHealth Exchange's portfolio and broaden eHealth Exchange's reach, e.g. market analysis, new cases, etc.
- Define and develop go-to-market strategies, business development approaches and product marketing strategy plans in consultation with the Executive Director and the committee which governs the network, the eHealth Exchange Coordinating Committee
- Develop and implement a full strategic product marketing plan for eHealth Exchange, in coordination with the Executive Director and Marketing team
- Deliver presentations, drive the development of marketing materials, and represent the eHealth Exchange at conferences and other meetings
- Work in collaboration with the eHealth Exchange team to maintain a high degree of customer satisfaction, solid network function, and performance
- Hire staff, in coordination with the Executive Director and the COO. Supervise, train, motivate, and develop staff; promote an environment of teamwork to achieve market development, membership and sponsorship targets and better serve customers
- Model eHealth Exchange values and Code of Conduct; manage resources and business objectives in compliance with policies and standards
- Maintain quality service by establishing and enforcing organization standards

KNOWLEDGE, SKILLS, AND ABILITIES:

- Exceptional working knowledge of Health Information Technology (HIT) and interoperability with an understanding of healthcare workflow, data connectivity, interoperability principles & standards, and related communication protocols
- Excellent technical, management and analytical skills and the ability to understand eHealth Exchange's services and associated processes
- Excellent public speaking capabilities in front of large audiences, with the ability to represent eHealth Exchange to the media
- Excellent personal presentation, verbal, and written communication skills
- Excellent organizational and interpersonal skills with strong collaboration and customer focus



- Ability to multi-task in rapidly evolving environment, in extremely condensed timeframes
- Critical thinking, problem solving, and sound judgment
- Strong leadership skills with proven ability to motivate and develop a team
- Financial skills (pricing, contract evaluation) with strong negotiation and influencing skills
- Results oriented
- Expertise with managing a diverse team, creating an environment of collaboration and teamwork

EDUCATION, TRAINING AND EXPERIENCE:

- Bachelor's degree required. Masters' degree in a Healthcare, Business or Technology related field (preferred) or equivalent experience
- Minimum of 15 years of health information technology experience
- 3-5 years launching and leading new large-scale programs or rollouts of EHR / HIE technology and implementation experience
- Project Management experience required; Project Management Professional (PMP), Certified Scrum Product Owner (CSPO), and Pragmatic Product Management certifications desired
- 5+ years managing a product line and the team responsible for the product line

PHYSICAL AND MENTAL REQUIREMENTS:

- Ability to work on a computer for extended periods to include typing and working on a computer monitor
- Ability to stand or sit for extended periods
- Extended working hours and travel may be necessary
- Occasional lifting of 15 to 20 lbs.

"All qualified applicants will receive consideration for employment without regard to race, color, religious creed, national origin, ancestry, citizenship status, age, sex or gender (including pregnancy, childbirth and related medical conditions), gender identity or expression (including transgender status), sexual orientation, marital status, military service and veteran status, physical or mental disability, protected medical condition as defined by applicable state or local law (such as cancer), genetic information, or any other characteristic protected by applicable federal, state or local laws and ordinances."

Interested individuals should forward Resume to HR@ehealthexchange.org