Healthix

PRODUCT MANAGER

Full Time - New York, NY

About this job:

Healthix is seeking a Product Manager who will be responsible for the definition, design and management of Healthix products and services including our Clinical Portal, Clinical Event Notifications, API services for integration with the Healthix HIE and Analytics & Reporting. The Product Manager reports to the Vice President for Innovation.

The ideal candidate will have a mastery of the software development lifecycle, which includes discovery, requirements definition, design, development, testing and implementation. The Product Manager will work closely with the rest of the IT organization to project manage the development process through the lifecycle. The Product Manager will also be responsible for release management including:

- Sourcing and defining requests for new products and services and enhancements to existing products and services
- Organizing and prioritizing requests into a pipeline
- Planning and managing a series of releases
- Coordinating with Healthix External Affairs and Communications on releases

The Product Manager will convene an advisory group of stakeholders with expertise in the care of patients with complex conditions including chronic disease, mental health issues, substance abuse and unstable housing. The advisory group may be drawn from the following:

- Hospital-based clinics
- Community Based Organizations and Federally Qualified Health Centers
- Health Plans including Special Needs Plans and value-based risk contracts
- NYS DOH
- Members of the Healthix Board of Directors

The Product Manager will be responsible for keeping abreast of industry needs and the products and services currently available from commercial vendors and from Healthix Participants. Areas of particular focus are information services through B2B arrangements.

The Product Manager will collaborate with the Vice President of Innovation, the Business Analyst, the Software Quality Assurance Analyst, Project Managers, the Development Team and Member Services to adopt the Innovation Team's methodology for setting priorities, balancing resources and

managing critical issues and will be responsible for addressing challenges and opportunities for process improvement and operational excellence. Additionally, he/she will develop a deep understanding of the technology used at Healthix and work closely with the Development team to troubleshoot and design solutions and best practices for developing new functionality.

The ideal candidate will have a proven track record in using health IT to produce meaningful improvements in health outcomes. She/he must possess excellent written and verbal skills to ensure that Healthix Participants understand the nature of health information exchange. He/She will be able to communicate effectively to seek and recommend solutions for complex problems.

Responsibilities:

- Develop and maintain project plans
- Manage a diverse stakeholder team
- Ensure that projects have clear scopes and functional requirements and the project meets the agreed documentation
- Ensure that project plans and ongoing project management adheres to contract deliverables and timetables
- Work closely with Software Quality Assurance Analyst on the analysis and testing of patterns and/or issues observed in the data.
- Develop a mastery of the products and services developed and maintained by Healthix
- Provide feedback from projects to team members analyzing and designing new products and workflows for our Participants

Requirements

- Bachelor's degree required, Master's desired in a healthcare-related field a plus (for example, Public Health, Health Information Management, Biomedical Informatics, Healthcare Administration, Healthcare Outcomes Research)
- Proven track record in software product management including customer outreach, concept development, prototyping/proof-of-concept, beta program, release management, etc.
- Three to five years of IT project management experience with a preference for a health care related field, PMP preferred
- Experience with clinical data management, technical interfaces, integration and/or interoperability is a plus
- Proven track record in management of projects with complex stakeholder interaction, including adherence to scope, budget and schedule; issues management, financial management, contract management
- Successful management of external resources including consultants, partners, vendors and customers
- Internal or professional IT consulting experience is a plus

About Healthix

Healthix is the largest public Health Information Exchange in the country, bringing together hundreds of healthcare organizations at over 1,500 locations across New York City and Long Island. We provide secure access to clinical data of more than 16 million patients to improve quality of care, efficiency and effectiveness. Data available through Healthix includes a broad range of clinical information electronically delivered 24/7, in real-time.