

Northwest TeleHealth

INLAND NORTHWEST HEALTH PARTNERS

Job Description

Job Title: Senior Telehealth Analyst
Reports to: Director of Telehealth, INHP
Dept.: Northwest TeleHealth

Job Code: P230
Date: July 2006
Salary Range/Class: E16/Exempt

JOB PURPOSE:

Under limited supervision, this position promotes the development, growth and sustainability of the Northwest TeleHealth network. Position also works with regional healthcare entities to market INHS and related services, which can be provided through the TeleHealth network.

PHYSICAL, SENSORY, ENVIRONMENTAL:

Frequent travel by car either as day trips or overnight. Flexible working schedule, including evenings or weekends. Regular exposure to computer, videoconferencing equipment and other electronic components. Blood-Borne Pathogen Category III – No exposure to blood-borne pathogens.

JOB DIMENSIONS:

This position works closely with INHP Directors to plan TeleHealth strategic objectives and goals while keeping the Director apprised of program development activities. This individual must be solution oriented, able to identify system and delivery problems, and have good customer service skills along with good verbal and written communication skills. Position requires considerable amount of independent study, relationship and network building as well as attendance in formalized training or conferences to maintain skills in the Telehealth industry, applications, systems and components. Develops and fosters communication and relationships with local and regional healthcare providers, institutions and entities to promote improved access to regional healthcare and excellence in service.

This position will develop and evaluate project initiatives, assist with program and objective planning, ensure compliance with all guidelines regulating assigned Telehealth grants, preparing progress reports for funding sources, assisting with budgetary functions of grant funds and preparing grant proposals and re-applications with assistance from internal or external grant writers. Position will also work collaboratively with other entities to further development of programs, identify and create new network partners, resolve reimbursement issues, identify new program content and utilization which promotes the sustainability of the TeleHealth program. Assists in the preparation of Departmental activities and other requested reporting for Director and INHS Administration.

Works with insurance carriers, legislative and regulatory bodies, and other telehealth organizations to address barriers to increased utilization of clinical and other services delivered through the telehealth network. Is a representative on local and national telehealth related organizations and is recognized as a local authority of local telehealth related activities and initiatives and maintains a current understanding of local and national telehealth direction, activities, and current issues.

Is the primary contact for existing and new customer accounts and functions in the role of primary customer interface. Performs network partner assessments to expand or improve network utilization, improve customer satisfaction, in addition to seeking marketing opportunities for INHS and sponsor programs and initiatives throughout the regional service area. Provides customer requested quotes for telehealth network utilization.

Works with media to ensure TeleHealth awareness and project promotion in conjunction with other INHS entities; Advocates to state and federal agencies representing the network in public and governmental arenas; works to promote utilization of the network through new and innovative uses and programs regionally and nationally. Is a regular presenter to local, regional and national organizations on subjects related to telehealth and INHS activities and programs. Participates in representing telehealth and INHS activities in local, regional and national conferences.

Director, TeleHealth – Job Description

Follows all policies and procedures governing action and supervision;

Internal relationships include: Internal departments, Regional Services staff, Technical staff, Medical staff

External relationship include: Site facilitators and Administrators in participating TeleHealth sites, TeleHealth advisory groups, medical equipment carriers/vendors, funding agencies and foundations, government agencies, community/regional healthcare providers and leaders.

QUALIFICATIONS:

ESSENTIAL/NON ESSENTIAL

BA degree in health related field, business, information resource management, education, or it’s equivalent in training, experience, and certification. Minimum five (5) years experience healthcare field preferably in a service capacity. E

Must demonstrate the ability to exercise planning, organization, delegation and follow-through skills to effectively complete the most technical assignment. E

Excellent problem-solving ability in a broad range of areas to address all of the potential problems that might arise; scheduling conflicts, communication problems, technical problems, etc. E

Superior ability to adapt the current technology and TeleHealth programs to region’s situation and needs of all participants. E

Excellent organizational ability to develop a system with few major problems that addresses the needs of all participants. E

Demonstrates excellent internal and external customer service skills by being tactful, helpful, diplomatic and participate as a team member and deal effectively with other team members and customers. E

Exceptional resourcefulness and sensitivity to politics at all levels (local, regional, federal, professional, business, inter-institutional, etc.) will be required. E

SIGNATURES:

The undersigned have read this job description and agree that it defines the position as it currently exists. The undersigned know the established salary range for this position.

Employee Date

Chief Operating Officer Date

Human Resources Director Date